

## Instructions for Use

# Flush plate sensitive Visign for Care



for concealed cistern 2H, concealed cistern 2L, concealed cistern 2C

**Model**  
8352.21

**Year built (from)**  
04/2009



# Table of contents

<b>1</b>	<b>About these instructions for use</b>	<b>3</b>
	1.1 Target groups	3
	1.2 Labelling of notes	3
	1.3 About this translated version	4
<b>2</b>	<b>Product information</b>	<b>5</b>
	2.1 Standards and regulations	5
	2.2 Safety advice	5
	2.3 Intended use	6
	2.3.1 Areas of application	6
	2.4 Product description	7
	2.4.1 Overview	7
	2.4.2 Technical data	7
	2.4.3 Operating mode	8
	2.4.4 System expansions	8
	2.5 Accessories	12
<b>3</b>	<b>Handling</b>	<b>14</b>
	3.1 Assembly information	14
	3.1.1 Mounting conditions	14
	3.1.2 Required material and tools	15
	3.2 Assembly	16
	3.2.1 Mounting the power pack	16
	3.2.2 Preparing the installation	17
	3.2.3 Mounting the flush actuation (cistern 2H)	21
	3.2.4 Mounting the flush actuation (cistern 2L)	23
	3.2.5 Mounting the basic panel	25
	3.2.6 Mounting the flush plate	27
	3.2.7 Connecting external sensors	29
	3.3 Commissioning	30
	3.3.1 Setting the flush	30
	3.3.2 Setting the Viega Hygiene function	33
	3.4 Faults, faults and remedy	37
	3.5 Care and maintenance	38
	3.5.1 Care tips	38
	3.5.2 Replacing the battery	40
	3.6 Disposal	42

# 1 About these instructions for use

Trade mark rights exist for this document; for further information, go to [viega.com/legal](http://viega.com/legal).

## 1.1 Target groups

The information in this instruction manual is directed at the following groups of people:

- Heating and plumbing experts and trained personnel
- Qualified electricians
- Operators
- Consumers

Individuals without the abovementioned training or qualification are not permitted to mount, install and, if required, maintain this product. This restriction does not extend to possible operating instructions.

The installation of Viega products must take place in accordance with the general rules of engineering and the Viega instructions for use.

## 1.2 Labelling of notes

Warning and advisory texts are set aside from the remainder of the text and are labelled with the relevant pictographs.



### **DANGER!**

This symbol warns of possible life-threatening injury.



### **WARNING!**

This symbol warns of possible serious injury.



### **CAUTION!**

This symbol warns of possible injury.



### **NOTICE!**

This symbol warns of possible damage to property.



This symbol gives additional information and hints.

## 1.3 About this translated version

This instruction for use contains important information about the choice of product or system, assembly and commissioning as well as intended use and, if required, maintenance measures. The information about the products, their properties and application technology are based on the current standards in Europe (e.g. EN) and/or in Germany (e.g. DIN/DVGW).

Some passages in the text may refer to technical codes in Europe/Germany. These should serve as recommendations in the absence of corresponding national regulations. The relevant national laws, standards, regulations, directives and other technical provisions take priority over the German/European directives specified in this manual: The information herein is not binding for other countries and regions; as said above, they should be understood as a recommendation.

## 2 Product information

### 2.1 Standards and regulations

The following standards and regulations apply to Germany / Europe and are provided as a support feature.

#### Regulations from section: Fields of application / Mounting conditions

Scope / Notice	Regulations applicable in Germany
Protection area for installation of the mains adapter in shower and bath rooms	VDE 0100-701

#### Regulations from section: Technical data

Scope / Notice	Regulations applicable in Germany
Electrical approvals	EN 60950
Electrical approvals	EN 60335
Electrical approvals	EN 61558

### 2.2 Safety advice



#### **DANGER!** **Danger due to electrical current**

An electric shock can lead to burns and serious injury and even death.

- Work on the electrical system may only be carried out by trained electricians.
- Switch off the mains voltage before connecting the power pack.

## 2.3 Intended use

### 2.3.1 Areas of application

#### Viega Hygiene function

Flushes can be actuated at certain times via the Viega Hygiene function to prevent stagnation in the potable water pipelines.

#### Suitable cisterns

The flush plate is intended for touchless flush actuation of flushes on Viega concealed cisterns.

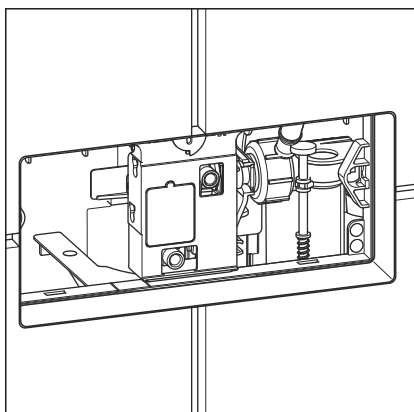
Installation is only possible in the following Viega concealed cisterns:

- Cistern model 2H
- Cistern model 2L

Ascertain which model is installed before mounting. The following information will help you to determine the model of the cistern installed:

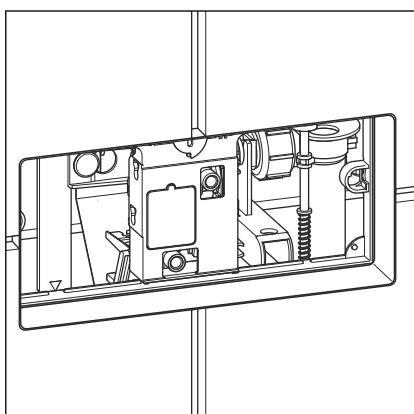
#### Cistern 2H

The inspection shaft of this cistern is found at a height of approx. 1 metre on the front.



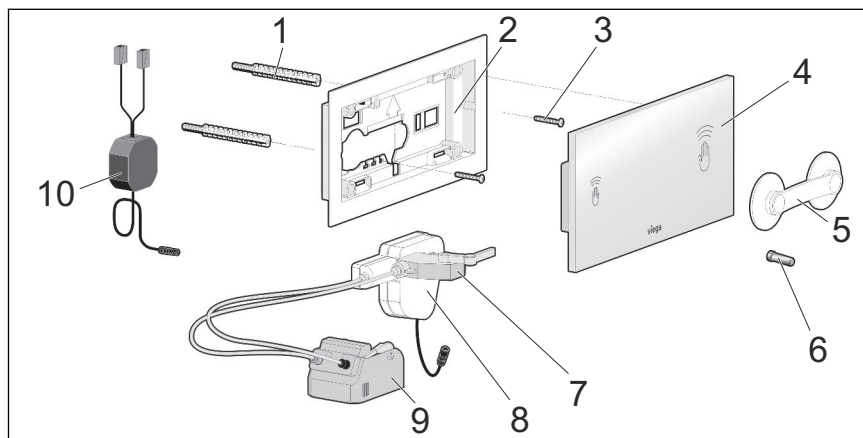
#### Cistern 2L

The inspection shaft of this cistern is either found at a height of approx. 75 cm on the front or on the top.



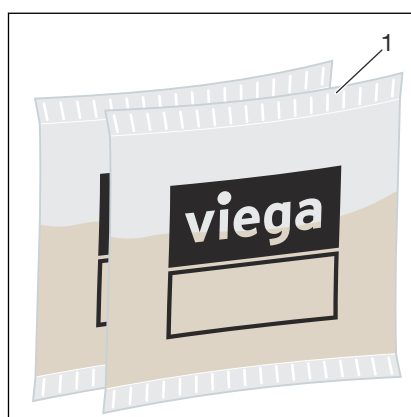
## 2.4 Product description

### 2.4.1 Overview



**Fig. 1: Scope of delivery**

- 1 Fixing bolts
- 2 Basic panel
- 3 Screws
- 4 Flush plate
- 5 Suction foot
- 6 Magnetic key
- 7 Manual emergency actuation
- 8 Drive unit
- 9 Bowden cable unit
- 10 Mains adapter 230 V



**Fig. 2: Scope of delivery 2**

- 1 Silicon grease (2 x 2 g)

### 2.4.2 Technical data

The product has the following technical data:

Detection area touchless flush actuation	Maximum 0–30 mm Minimum 0–10 mm
Hygiene flush volume	3 / 4 / 5 / 6 / 7 / 9 litres
Hygiene flush interval	1 / 12 / 24 / 72 / 168 hours

## Electronics

Input (mains adapter)	100–240 V AC, 50–60 Hz, 180 mA
Output (mains adapter)	6.5 V DC, 920 mA



Electrical approvals see section [↗](#) 'Regulations from section: Technical data' on page 5.

### 2.4.3 Operating mode

Flushes from Viega concealed cisterns are actuated touchlessly via the flush plate. The size of the detection area for the actuation is set in the control as a large or small area.

Optionally, a large or small flush volume can be flushed. Flushing is also possible during a power cut due to the manual emergency flush.

### Viega Hygiene function

Stagnation can lead to the build up of germs (e.g. legionella) in potable water pipes. It is important to rinse the pipeline regularly to prevent the build up of bacteria. The Viega Hygiene function was developed for this reason.

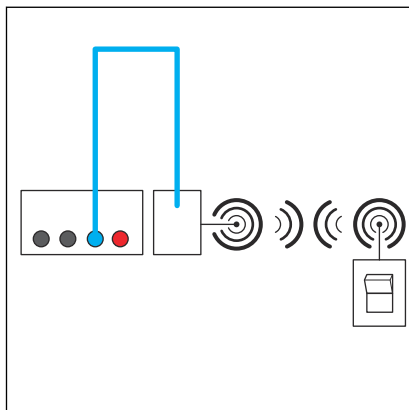
Flushes can be actuated at certain times with the Viega Hygiene function. Interval and flush volume will be set as required and saved by the control. All settings remain saved during a power cut.

### 2.4.4 System expansions

The system's range of functions can be expanded through the connection of accessories onto the control.



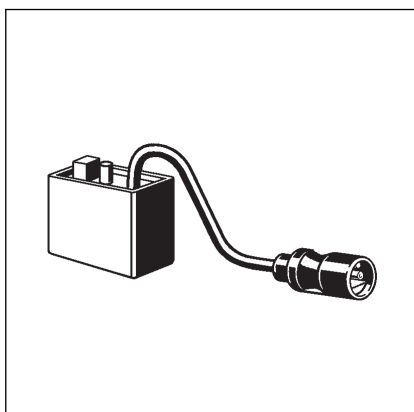
### Radio controlled actuation



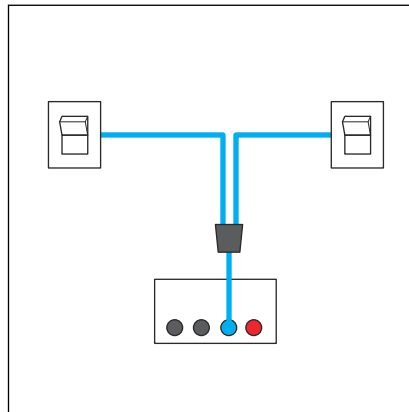
**Fig. 3: Connection of the radio receiver**

One requires the following accessories to be able to connect a radio receiver – instead of a cable-connected external sensor – as shown:

Signals to actuate the flush (e. g. on support hinged handles) sent by HEWI radio transmitters can be received by the radio receiver model 8350.35.

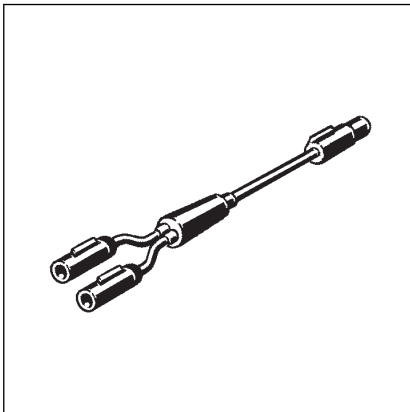


**Additional external sensors**

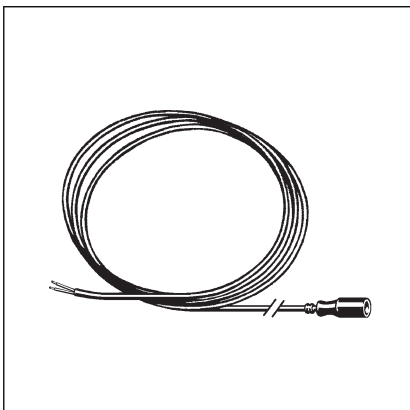


**Fig. 4: Connection of a second external button**

One requires the following accessories to be able to connect an additional external sensor as shown:



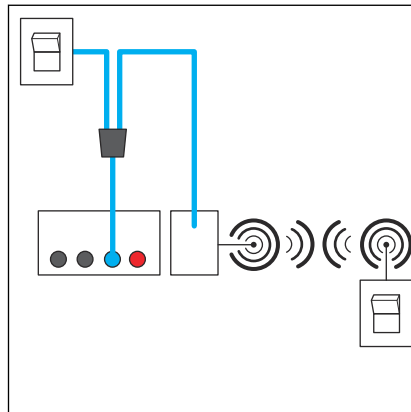
Multiple sensors can be connected at the same time using the extension cable adapter model 8350.36. This is how e. g. two external, cable-connected buttons can be connected.



Additionally required: 1 connection cable sensitive.

Buttons, switches or photo sensors for actuating the flush can be connected to the control on site via the connection cable sensitive model 8355.90.

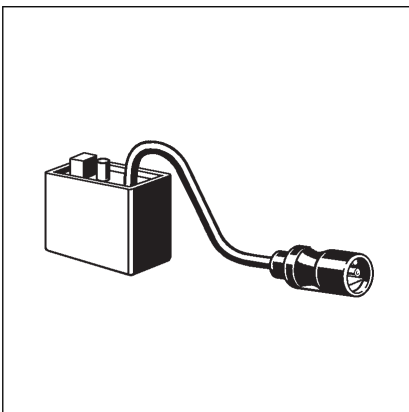
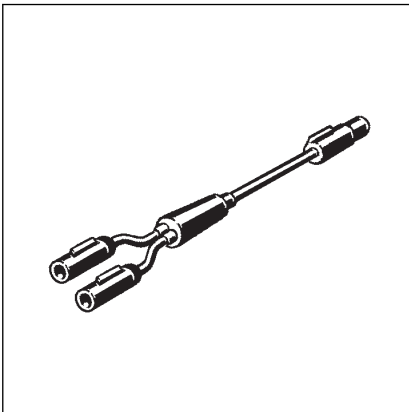
**Additional radio controlled actuation**



**Fig. 5: Connection of radio and cable sensors**

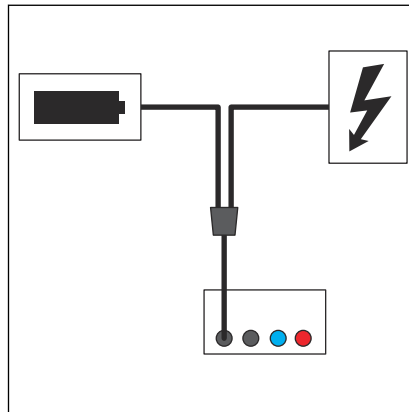
One requires the following accessories to be able to connect a radio controlled actuator alongside an external sensor as shown:

Multiple sensors can be connected at the same time using the extension cable adapter model 8350.36. This is how e. g. a button can be combined with a radio controlled actuation.



Signals to actuate the flush (e. g. on support hinged handles) sent by HEWI radio transmitters can be received by the radio receiver model 8350.35.

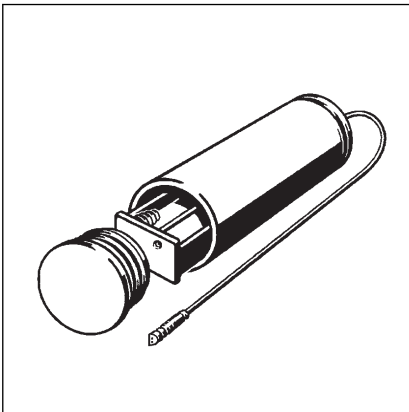
## Redundant power supply



**Fig. 6: Connection of the redundant power supply**

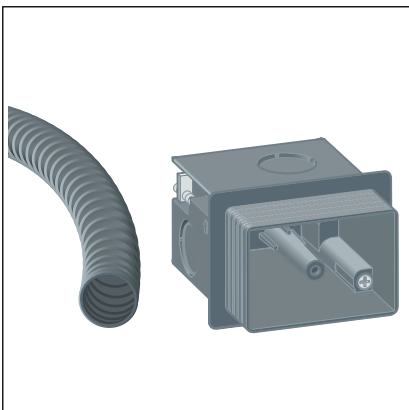
To create a redundant power supply with an additional battery compartment as shown, you will need the following accessories:

The battery compartment can be connected for a redundant power supply using the adapter model 8355.91. The battery compartment is included in the adapter's scope of delivery.



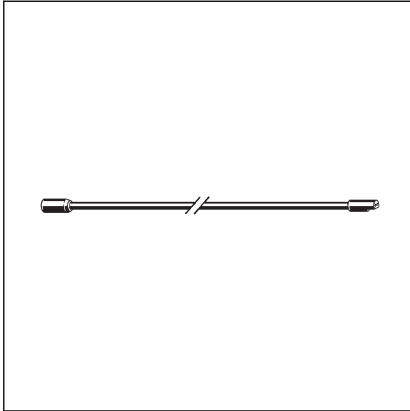
## 2.5 Accessories

### Optional accessories



### Installation set

The set model 8350.14 contains a hollow wall socket to house the mains adapter and an conduit pipe with the right clip to connect the cistern (2H, 1F and Standard 2S).



### Extension cable

2 metre cable model 8352.690 for the extension of the power supply to a maximum of 4.75 metres in length.

## 3 Handling

### 3.1 Assembly information

#### 3.1.1 Mounting conditions

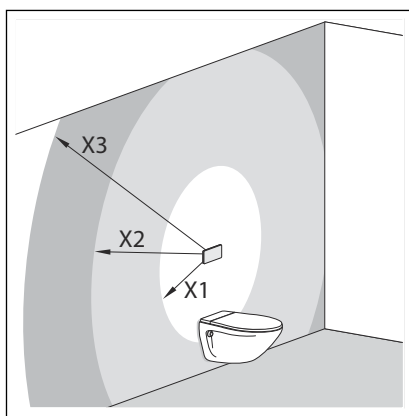
The model may only be used for the models mentioned in [Chapter 2.3.1 'Areas of application' on page 6](#).

#### Installation position of the power pack

The power pack should be mounted in an easily accessible place to allow subsequent access.

Before beginning to tile, a concealed socket should be installed for the power pack with protective pipe to the cistern (installation set ['Optional accessories' on page 12](#)).

If necessary, the power pack cable can be extended to a length of 4.75 metres (two extension cables ['Optional accessories' on page 12](#)).



**Fig. 7: Installation position of the power pack**

X1 max. 0.75 m

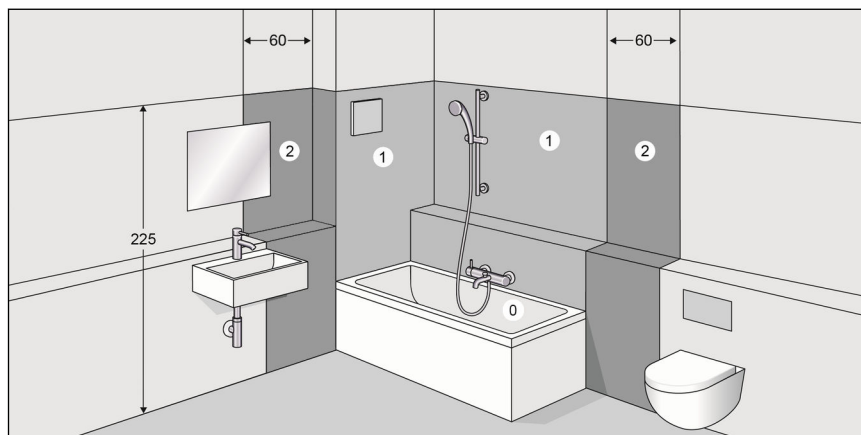
X2 max. 2.75 m with an extension cable (article number 628 505)

X3 max. 4.75 m with two extension cables (article number 628 505)



An extension of the mains supply by more than 5 metres can lead to a situation in which the power is not sufficient to actuate the flush.

### Protected zone



**Fig. 8: Protected zones**

According to the applicable regulations, installation of the power pack in the protected zones 0 and 1 of shower rooms and bathrooms is not permitted, see [☞ 'Regulations from section: Fields of application / Mounting conditions'](#) on page 5.

Viega recommends installing the power pack outside of the protected zones 0-2.

### External sensors (optional)

If external sensors are to be connected to the control, their connection cables or empty pipes must be laid in the cistern before tiling is begun.

## 3.1.2 Required material and tools

### Material

The following material is required for mounting:

- If necessary, empty pipe from power pack into the cistern
- If necessary, accessories for the extension of the system [☞ Chapter 2.4.4 'System expansions'](#) on page 8

### Tool

The following tools are required for mounting:

- Flat-blade screwdriver
- Fork spanner (size 19)
- Blade (cutter)

## 3.2 Assembly

### 3.2.1 Mounting the power pack



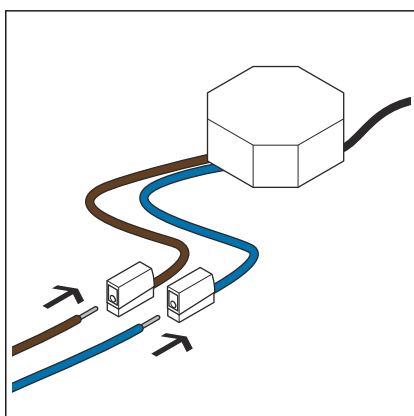
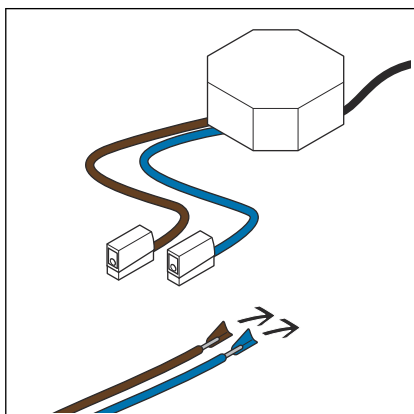
#### **DANGER!** **Danger due to electrical current**

An electric shock can lead to burns and serious injury and even death.

- Only allow electrical work to be carried out by qualified electricians.
- Always de-energise the connection cable before work is commenced.

Requirements:

- A 230 V mains connection is available on site.
- The installation position of the power pack complies with the requirements in acc. with ⚡ 'Installation position of the power pack' on page 14.
- The connection cable is de-energised.
- Remove approx. 1 cm of the insulation on the connection cable.



- Push the connection cable into the terminals.



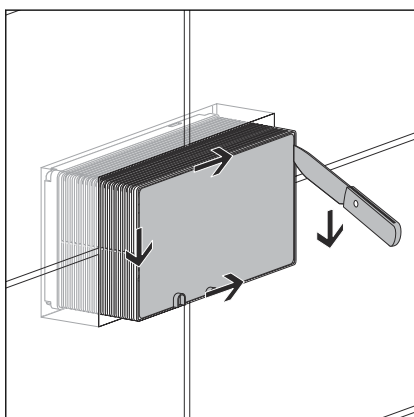
### 3.2.2 Preparing the installation



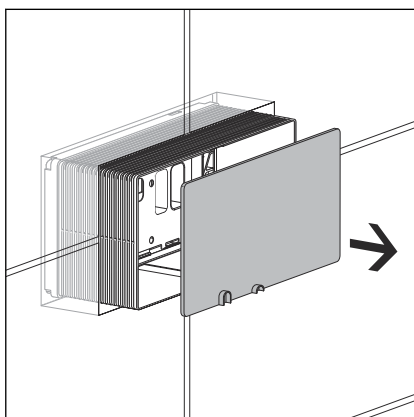
The following work stages and diagrams differ depending on the cistern being used. The relevant steps are marked accordingly.

**Requirements:**

- The cistern is fitted into the pre-wall.
- If external sensors are to be connected, the cables must be laid through to the cistern.
- The electrical connection is laid all the way into the cistern.
- The pre-wall is tiled.
- Cut into shaft cover.

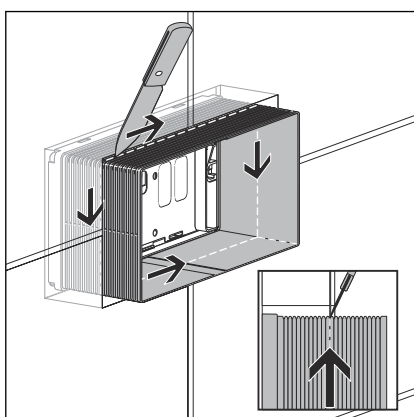


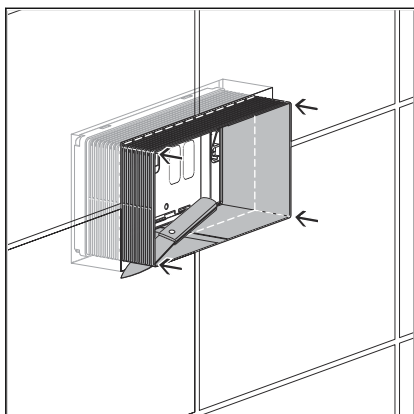
- Remove shaft cover.



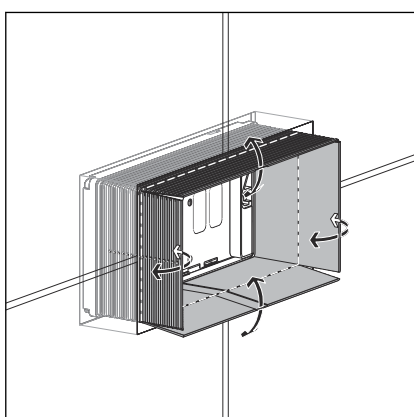
- Score the revision shaft along the edge of the tiles with a knife.

Angle the knife to do this so that the cut is made flush to the surface of the wall.

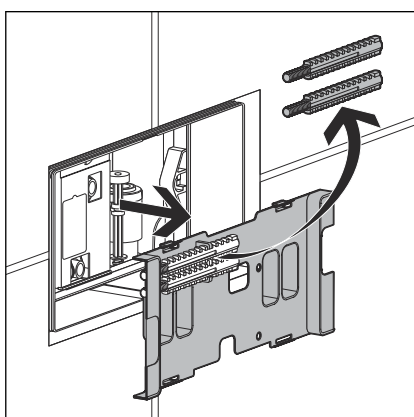




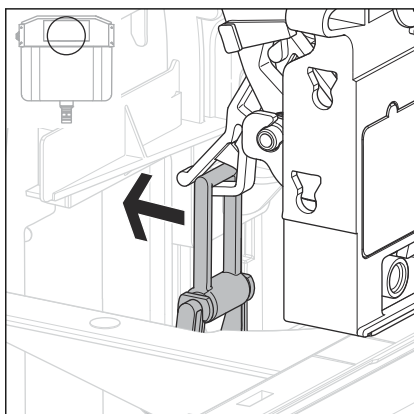
- Cut the corners of the revision shaft vertically through to the wall surface.



- Bend out and pull down the sides of the revision shaft.  
The edge of the revisions shaft must be flush with the wall surface.

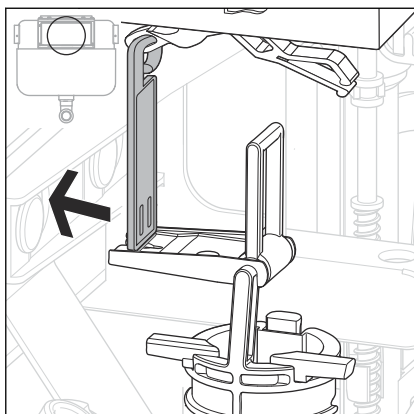


- Remove cistern cover.
- Remove and keep the threaded bolts from the cistern cover.
- Dispose of cistern cover.



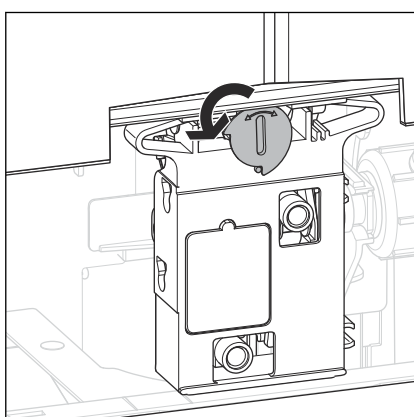
**INFO! Only for assembly of the flush plate in cistern 2H or on the front of cistern 2L.**

- Press the bow backwards from the mounting of the mechanism.



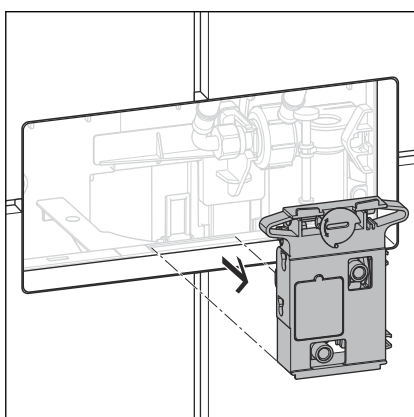
**INFO! Only for assembly of the flush plate on the top of cistern 2L.**

- Press the bow backwards from the mounting of the mechanism.

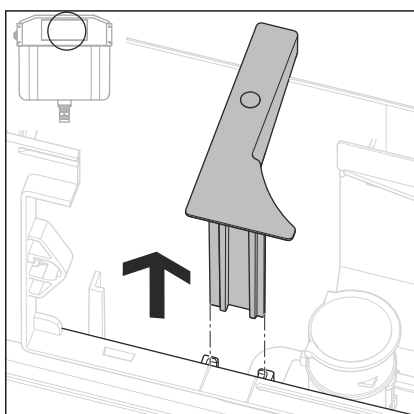


- Turn the mechanism's lock by 90° in an anti-clockwise direction.

□ The mechanism is unlocked and can be removed.

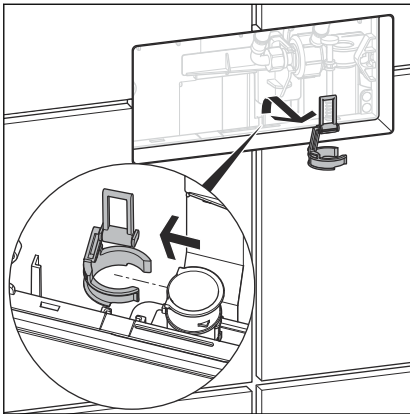


- Remove and dispose of mechanism.

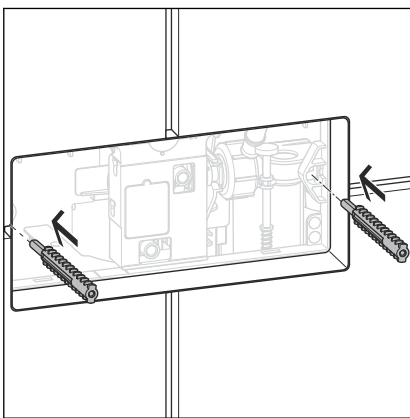


**INFO! Only with the cistern 2H.**

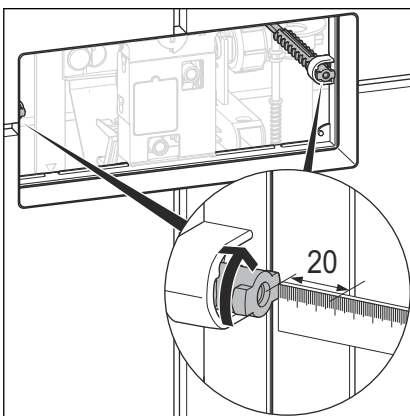
- Remove and keep spacer.



➤ Remove and dispose of the bow from the drain valve.



➤ Insert the threaded bolts so deeply that the upper edge of the threaded bolt sticks out approx. 20 mm behind the upper edge of the tiles.

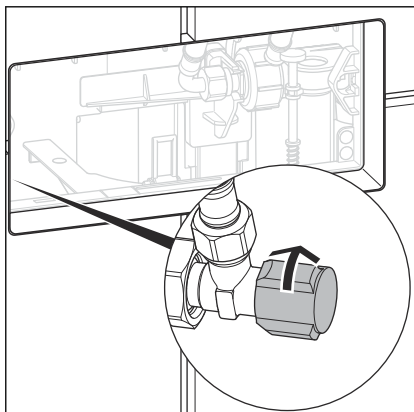


➤ Fasten threaded bolts with a 90° turn.

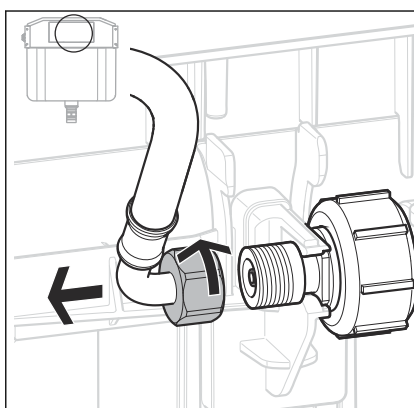
### 3.2.3 Mounting the flush actuation (cistern 2H)

Requirements:

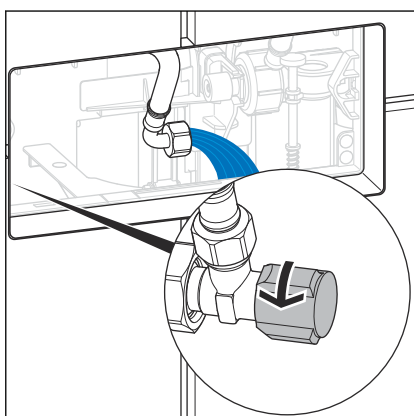
- The inspection shaft is shortened in such a way that it is flush with the surface.
- Mechanism, bow and spacer are removed.
- Close corner valve.

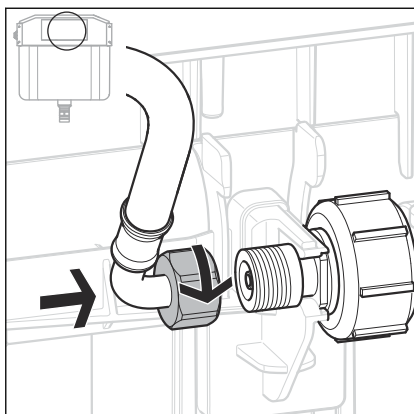


- Loosen flexible hose on the filling valve (size 19).

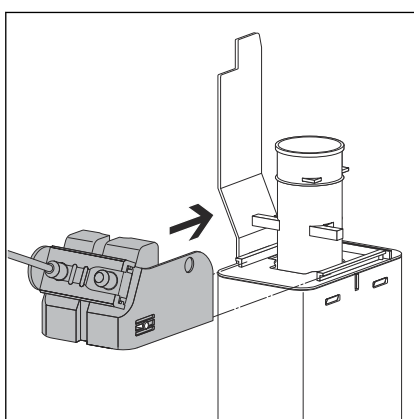


- Open the corner valve for a few seconds to rinse the pipe.
- Re-close corner valve.

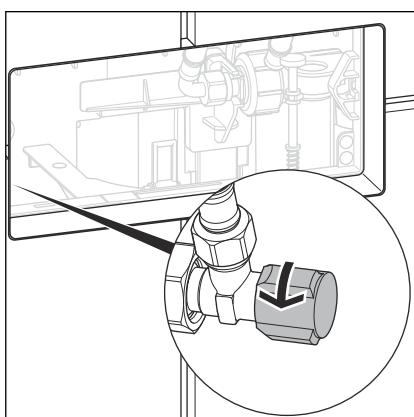




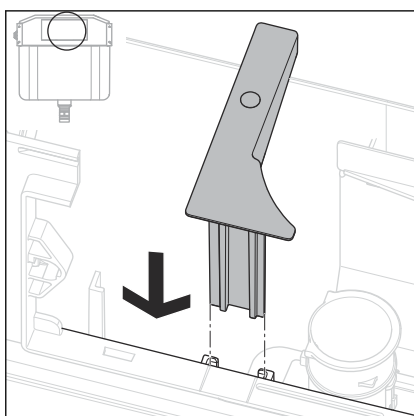
- Connect the flexible hose to the filling valve (size 19).



- Push the Bowden cable unit onto the drain valve from the left.  
The Bowden cable unit must be felt to click into place on the drain valve.



- Open corner valve.

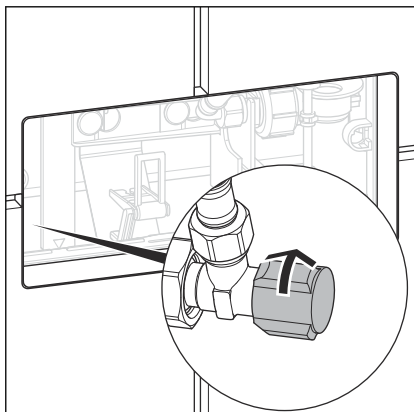


- Insert spacer.

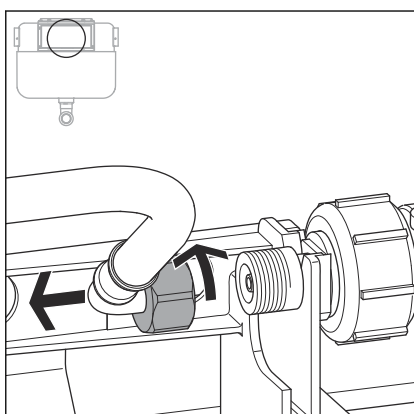
### 3.2.4 Mounting the flush actuation (cistern 2L)

Requirements:

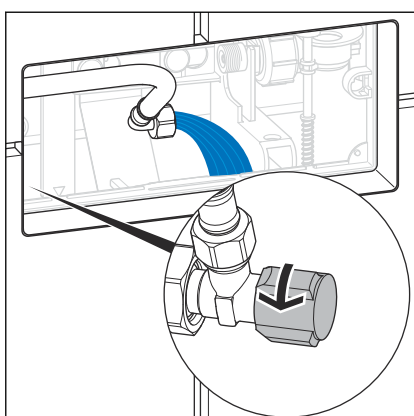
- The inspection shaft is shortened in such a way that it is flush with the surface.
- Mechanism and bow have been removed.
- Close corner valve.

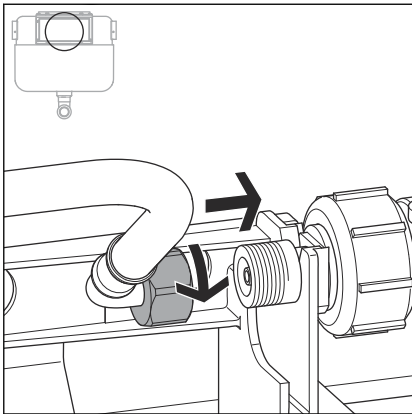


- Loosen flexible hose on the filling valve (size 19).

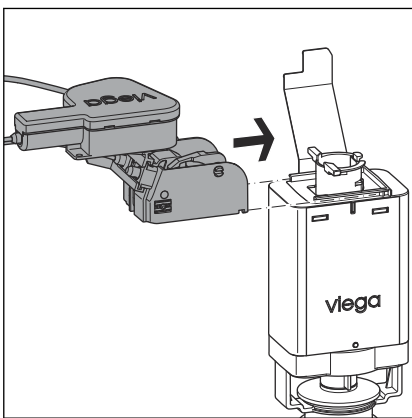


- Open the corner valve for a few seconds to rinse the pipe.
- Re-close corner valve.

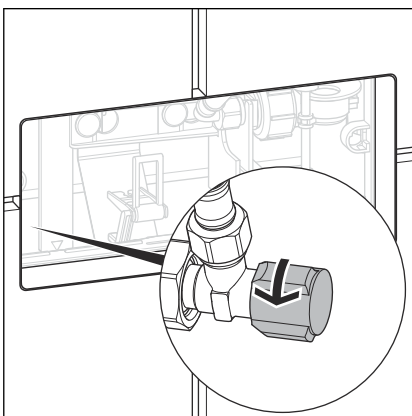




- Connect the flexible hose to the filling valve (size 19).



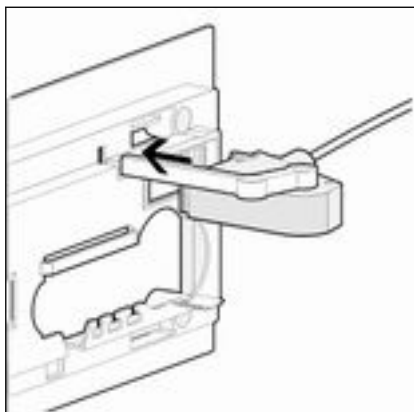
- Push the Bowden cable unit onto the drain valve from the left.  
The Bowden cable unit must be felt to click into place on the drain valve.



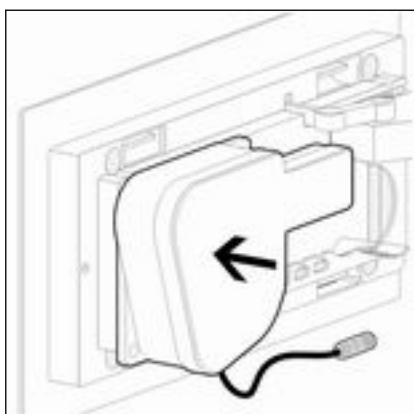
- Open corner valve.



### 3.2.5 Mounting the basic panel



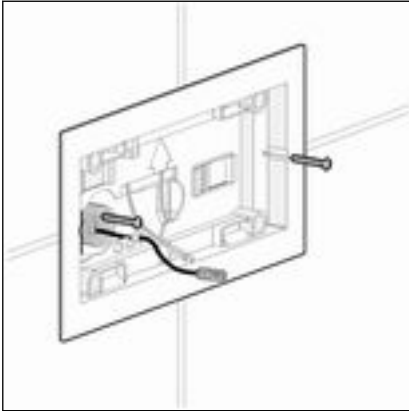
► Mount Bowden cable unit onto the rear side of the basic panel.



► Mount drive unit onto the rear side of the basic panel.



► Loop the cable of the drive unit through the bar.

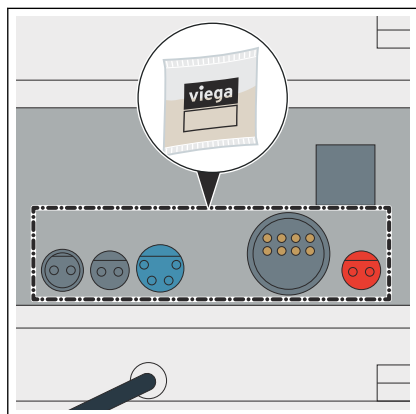


► Screw on basic panel.

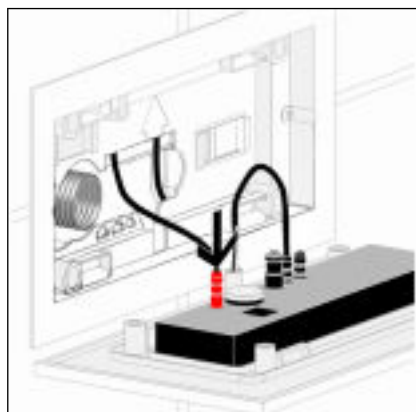
### 3.2.6 Mounting the flush plate



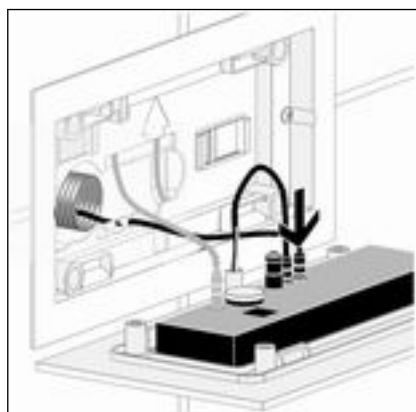
Observation of the prescribed connection sequence is required. The power supply must always be connected last, to ensure that all of the connected components function.



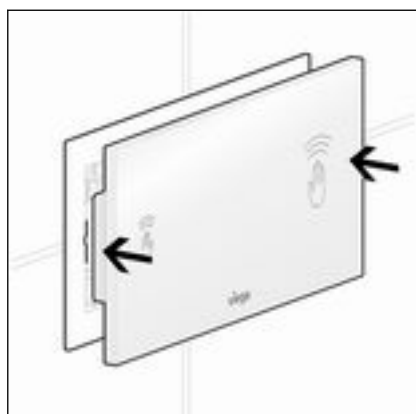
- Apply silicon grease to all connections of the control.



- Create plug connection from drive unit to control.
- If required, additional external sensors can be connected to the control. See [Chapter 3.2.7 'Connecting external sensors'](#) on page 29.



- Create plug connection from power pack to control.



► Place the flush plate onto the basic panel.

### 3.2.7 Connecting external sensors



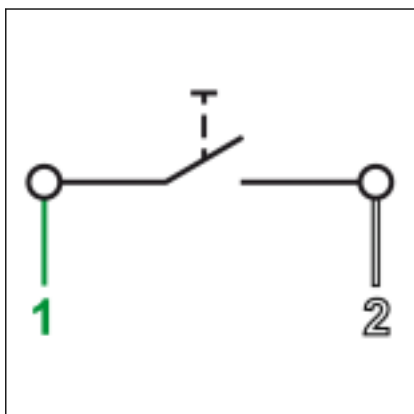
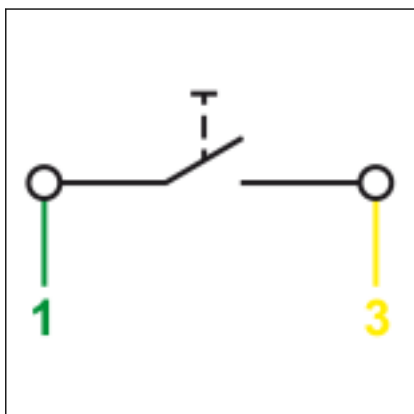
**NOTICE!**  
**Damage to property due to excess voltage**

If you apply voltage to the connection cable for the external button, you will damage the control.

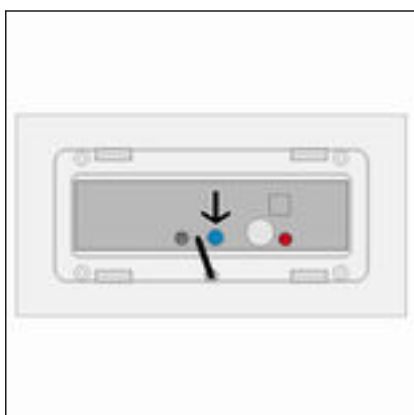
- Do not apply any external voltage!

Requirements:

- Button with locking function or potential-free contact (closure time at least 350 ms) available
- Connection cable model 8355.90 available
- Connect the contact to actuate the small flush volume between the green (1) and yellow cable (3).



- Connect the contact to actuate the large flush volume between the green (1) and white cable (2).
- Strip the end of the brown cable (e.g., with a lustre terminal).



- Connect the connection cable to the control.
- Continue with the mounting of the flush plate. See [Chapter 3.2.6 'Mounting the flush plate' on page 27](#).

## **3.3 Commissioning**

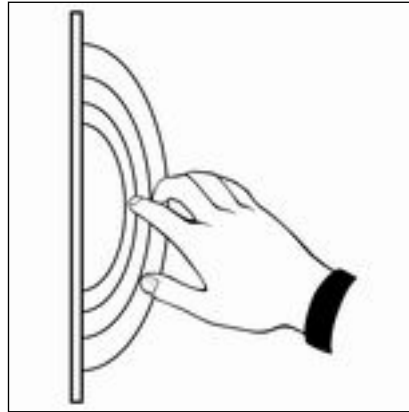
### **3.3.1 Setting the flush**

#### **Programming lock**

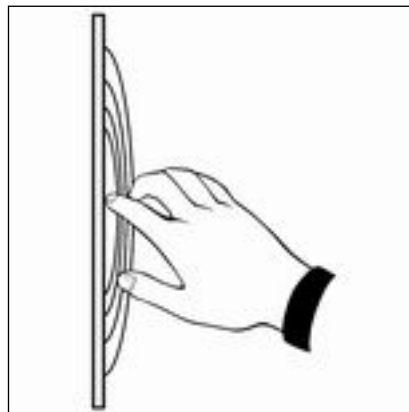
Programming the control can be carried out for 30 minutes after the supply voltage is applied. The control returns to normal operation after 30 minutes – programming is now blocked. If the settings have to be changed after this time, the control must be disconnected from the power supply for at least 10 seconds.

**Set detection area**

Two detection areas can be set for flush actuation:



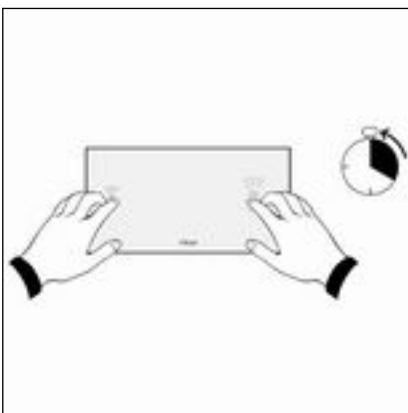
**Fig. 9: Maximum detection area (0-30 mm)**

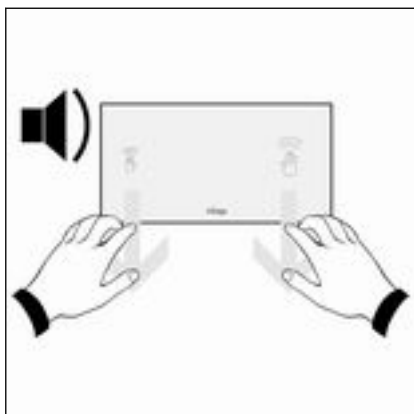


**Fig. 10: Minimum detection area (0-10 mm)**

Requirements:

- The programming lock of the control is not active ☞ 'Programming lock' on page 30.
- Hold hands simultaneously in front of both symbols on the flush plate.
  - Acoustic signals sound after 20 seconds.






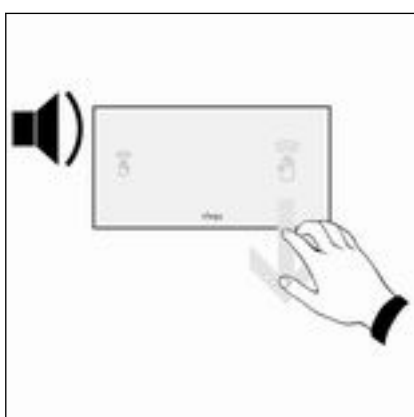
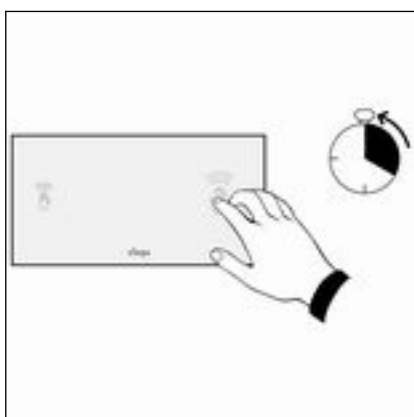
► The following values can be set by removing the hands:

Remove hands after	Setting
1st acoustic signal	Maximum detection area (0–30 mm)
2nd acoustic signal	Minimum detection area (0–10 mm)

### Setting large flush

Requirements:

- The programming lock of the control is not active  'Programming lock' on page 30.
- Hold your hand in front of the symbol of the large flush volume (right symbol) on the flush plate.
  - Acoustic signals sound after 20 seconds.




► The following values can be set by removing the hand:

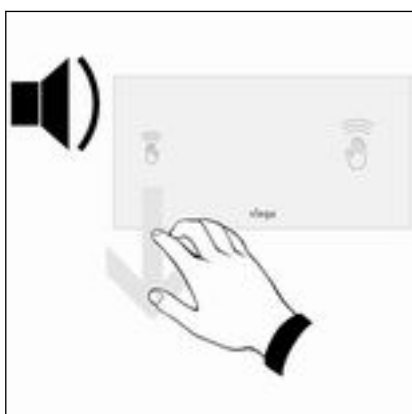
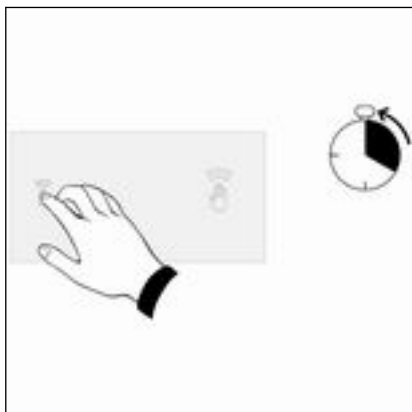
Remove hand after	Setting
1st acoustic signal	minimum large flush volume
2nd acoustic signal	Medium large flush volume
3rd acoustic signal	Maximum large flush volume



## Setting small flush

Requirements:

- The programming lock of the control is not active  'Programming lock' on page 30.
- Hold your hand in front of the symbol for the small flush volume (left) on the flush plate.
  - Acoustic signals sound after 20 seconds.



- The following values can be set by removing the hand:


Remove hand after	Setting
1st acoustic signal	Minimum small flush volume
2nd acoustic signal	Medium small flush volume
3rd acoustic signal	Maximum small flush volume

### 3.3.2 Setting the Viega Hygiene function

The Viega Hygiene function of the flushing is deactivated when delivered. If you wish to use the Viega Hygiene function, you must program the following settings.

## Setting the flush interval

Requirements:

- The programming lock of the control is not active  'Programming lock' on page 30.
- Hold the magnetic pin in front of the programming contact (shaded area) above the Viega logo.
  - A double acoustic signal sounds immediately and a longer acoustic signal sounds after 10 seconds. Programming mode is active.



- Hold your hand in front of the symbol for the small flush volume (left) as well.
- The following values can be set by removing the hand:

Remove hand after	Hygiene flush interval
1st acoustic signal	OFF (factory setting)
2nd acoustic signal	1 h
3rd acoustic signal	12 h
4th acoustic signal	24 h
5th acoustic signal	72 h
6th acoustic signal	168 h

- A double acoustic signal confirms the flush interval has been set. When the magnetic pin and hand are removed, the control returns to normal operation.

## Setting the flush volume



Requirements:

- The programming lock of the control is not active ☞ 'Programming lock' on page 30.
- Hold the magnetic pin in front of the programming contact (shaded area) above the Viega logo.
  - A double acoustic signal sounds immediately and a longer acoustic signal sounds after 10 seconds. Programming mode is active.

- Hold your hand in front of the symbol for the large flush volume (right) as well.

- The following values can be set by removing the hand:

Remove hand after	Hygiene flush volume
1st acoustic signal	3 l (factory setting)
2nd acoustic signal	4 l
3rd acoustic signal	5 l
4th acoustic signal	6 l
5th acoustic signal	7 l
6th acoustic signal	9 l

- A double acoustic signal confirms the flush volume set. When the magnetic pin and hand are removed, the control returns to normal operation.

## Feedback mode

After 30 minutes, the control automatically switches from the programming mode to feedback mode. The stored parameters can be checked in this mode.



► Hold the magnetic pin in front of the programming contact (shaded area) above the Viega logo for 10 seconds.

□ A double acoustic signal sounds immediately and a longer acoustic signal sounds after a short while.

The stored parameter are issued acoustically.

Acoustic signal	Meaning
After a 3 second pause	The number of acoustic signals shows the set flushing interval ↻ 'Setting the flush interval' on page 34
After a further 3 second pause	The number of acoustic signals shows the set flush volume ↻ 'Setting the flush volume' on page 35
After a further 3 second pause	Double acoustic signal - control returned to normal operation

### 3.4 Faults, faults and remedy

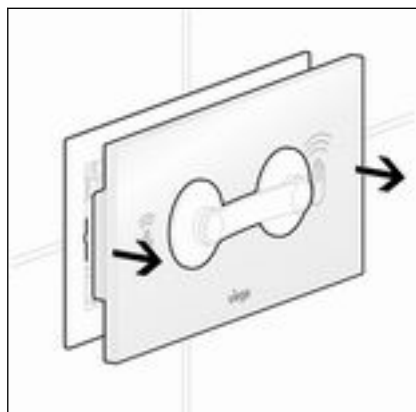
Error	Cause	Remedy
WC does not flush	Power supply failure	Check power supply Actuate manual emergency actuation ↪ <i>'Manual emergency actuation'</i> on page 38
	Cistern is not yet completely full	Wait until the cistern is sufficiently full
	No water in cistern, corner valve is closed	Open corner valve
	Control defect	Replace control
	Plug connection power pack / control not made	Create plug connection ↪ <i>further information on page 27</i>
	Plug connection drive unit / control not made	Create plug connection ↪ <i>further information on page 27</i>
	Detection area is not set correctly	Set detection area ↪ <i>'Set detection area'</i> on page 31
WC flush runs through	Dirty seal in filling valve	Check seal, replace if necessary
	Dirty seal in drain valve	Check seal, replace if necessary
	Plug sequence drive unit / control incorrect	Check plug connection, observe coloured marking ↪ <i>further information on page 27</i>



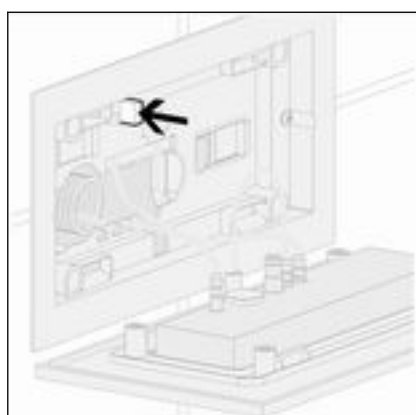
If unwanted flush cycles are actuated by condensation on the flush plate, clean the glass panel and apply a nano-coating. Observe the instruction for use of the nano-coating.

## Manual emergency actuation

In the case of power failure, the flushing process can be actuated manually.



- Remove the flush plate from the basic panel using the suction foot.



- Actuate manual emergency actuation.

## 3.5 Care and maintenance

### 3.5.1 Care tips

Normal soap or a mild cleaning agent can be used for regular care and prevention of lime scale on the flush plate. Under no circumstances should scouring agent or scratching objects be used.

Strong stains can be removed using typical household cleaner. Rinse the detergent thoroughly with clear water after the prescribed exposure time. There should be no residue on the components.

## Deactivate flush plate for cleaning



To clean the flush plate, the flush actuation function can be briefly deactivated.

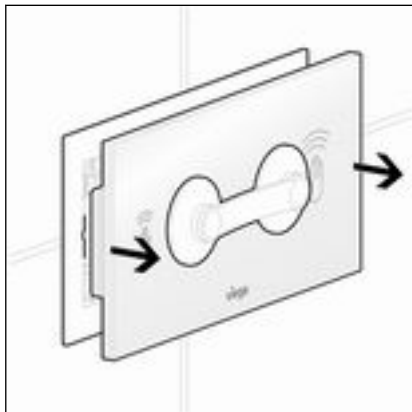
- Hold the magnetic key in front of the programming contact (shaded area) above the Viega logo.
  - A double acoustic signal sounds immediately.  
 The flush actuation is deactivated for 60 seconds.
- Clean flush plate.
  - Another double acoustic signal sounds after 60 seconds.  
 The flush actuation is active again.

### 3.5.2 Replacing the battery

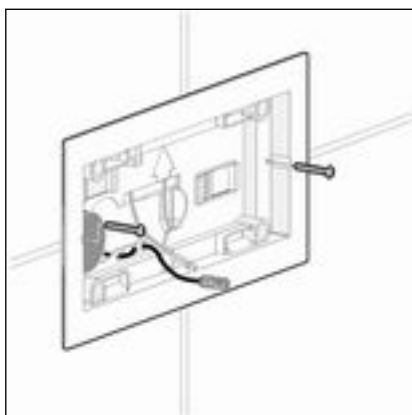


Only for use of a battery compartment for redundant power supply.

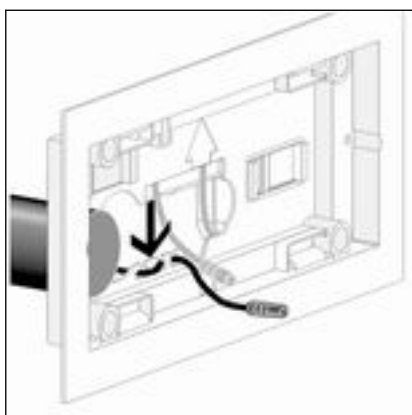
A long acoustic signal when flushing indicates the need to change the battery.



- Remove the flush plate from the basic panel using the suction foot.
- Remove the connection cable from the control.

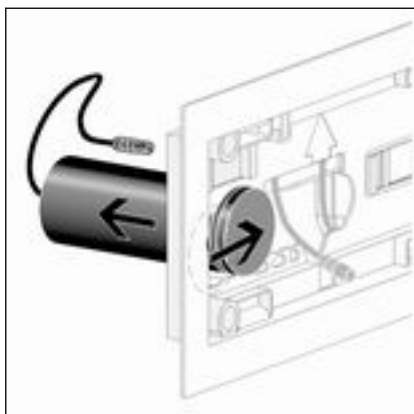


- Unscrew basic panel.

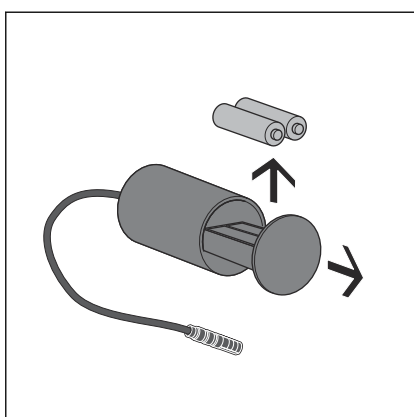


- Loosen the cable of the battery compartment from the basic panel.

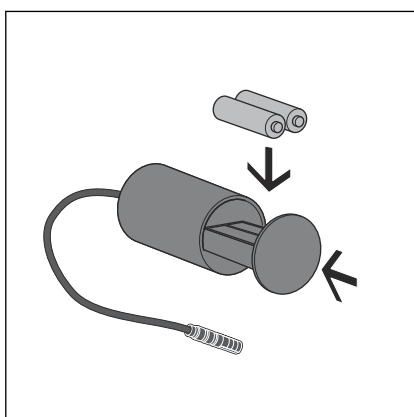




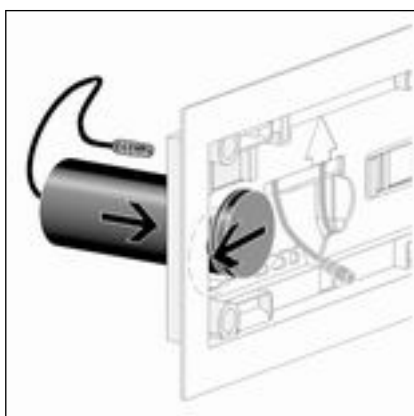
➤ Push the battery compartment to the right and remove from the basic panel.



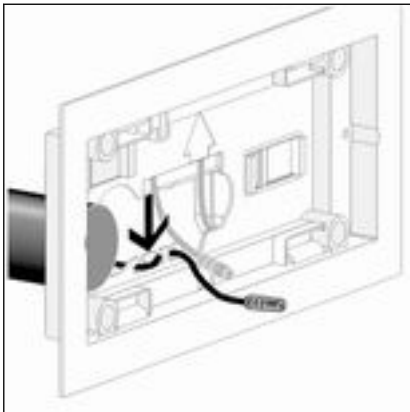
➤ Open battery compartment and remove flat battery.



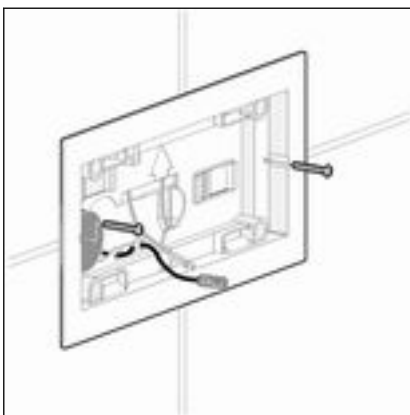
➤ Insert new battery and close battery compartment.



➤ Insert battery compartment and push to the left.



- Fix the cable of the battery compartment to the basic panel.



- Screw on basic panel.
- Re-mount flush plate ↪ **Chapter 3.2.6 'Mounting the flush plate' on page 27.**

### 3.6 Disposal

Separate the product and packaging materials (e. g. paper, metal, plastic or non-ferrous metals) and dispose of in accordance with valid national legal requirements.



**Viega GmbH & Co. KG**  
service-technik@viega.de  
viega.com

INT • 2022-10 • VPN220319

