

Installation Instructions

Control element

MultiControl | SmartControl



English

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1 About this document

1.1 Purpose of the document

These installation instructions are part of the device and contain all the information required to ensure correct and safe installation.



Carefully read through and follow the heater Operating and Installation Instructions and the safety information contained therein.



NOTE

The actual availability of these functions depends on each installed heater.

1.2 Enclosed documents

The documents are available at: <https://dealers.webasto.com>.

Printed copies of the following documents are enclosed with this unit:

- Quick Start Guide
- Information Sheet for Initial Start-up

1.3 Using this document

- Print out these Installation Instructions as required.
- Read these Installation Instructions before installing the unit.
- Read the operating instructions before operating the unit.

1.4 Use of symbols and highlighting

Texts with the symbol  refer to separate documents which are enclosed or can be requested from Webasto.

Texts with the symbol  refer to technical features.

Texts with the symbol  or  refer to possible material damage, risk of accident or injury.

Highlight	Explanation
✓	Requirements for the following necessary action
►	Necessary action

1.5 Warranty and liability

Webasto shall not assume liability for defects or damage that are the result that the installation and operating instructions as well as the instructions contained therein being disregarded.

This liability exclusion particularly applies for:

- installation by untrained personnel
- improper use
- repairs not carried out by a Webasto service workshop
- use of non-genuine parts
- conversion of the unit without permission from Webasto

2 Safety

2.1 Qualifications of installation personnel

The installation personnel must have the following qualifications:

- Successful completion of Webasto training
- Corresponding qualification for working on technical systems

2.2 Regulations and legal requirements

- Read and follow the operating instructions before starting up the heater.

Failure to follow the installation instructions will result in the invalidation of the type approval for the heater and therefore invalidation of the general homologation of the vehicle.

Intended use

The control element MultiControl | SmartControl is used to operate the Webasto water or air heaters for cabin and engine preheating.

The control element MultiControl | SmartControl is currently approved for connection to certain Webasto water or air heaters.

The multicontrol RV variant is only permitted for camping vehicles.

In ADR vehicles, the SmartControl must be used.

2.3 Safety precautions



DANGER

Risk of injury from the defective unit

Do not operate a defective heater. Put it out of service by removing the fuse.

- Contact a Webasto service workshop.



DANGER

Danger of scalding from leaking hot coolant

Scalding on opening the coolant circuit. The vehicle coolant circuit is pressurised.

- Allow the engine to cool before working on the vehicle coolant system.



DANGER

Hazardous material vehicles (ADR) must not be switched on or off using a timer control or remote control.



DANGER

Overheating possible

A battery disconnecter (emergency off switch) may only be actuated in the event of danger since the heater will be switched off without after-running period.



WARNING

If faulty always replace the complete control element.

**WARNING****Overheat issue**

Insufficient bleeding can lead to a malfunction resulting from overheating in heating mode. Take care when bleeding the coolant system. Always bleed:

- Before first commissioning the heater.
- After replacing the coolant.

**NOTE**

Correct bleeding can be identified by the fact that the coolant pump is making very little noise.

**NOTE****Improper use**

- Protect the heater against mechanical stress (e.g. dropping, impacts or knocks).
- Do not place any objects on top of the heater.
- Avoid shutting down the heater incorrectly during the after-running period. After switching off via the control element, the fan of the heater keeps running for approx. 60 seconds.
- Always switch off the heater via the control element.
- Do not disconnect from the power supply until the after-running period has elapsed.
- Cables damaged on sharp edges can cause short-circuits.
- Fit protectors on sharp edges.

3 General safety information

**DANGER****Danger of explosion**

In environments with combustible vapours, flammable dust and hazardous goods (e.g., petrol stations, tank facilities, fuel store, coal bunkers, timber yard or grain warehouses).

- Do not switch on or operate the heater.

**DANGER****Danger of poisoning and suffocation**

Do not operate the heater in closed rooms that do not have an exhaust extraction unit.

- Do not switch on or operate the heater, also not with programmed heating start.

**DANGER****Danger of fire**

Flammable materials or liquids in the hot air flow.

- Keep the hot air flow free.

4 Unit description

4.1 Scope of delivery

- MultiControl | SmartControl
- Double-sided adhesive tape
- Optional: bracket for MultiControl | SmartControl
- Quick Start Guide
- Information Sheet for Initial Start-up

4.2 Type label

The type label is affixed to the rear of the control element.

4.3 Functional description

Control element

The control element MultiControl | SmartControl is used to operate the Webasto water or air heaters for cabin and engine preheating.

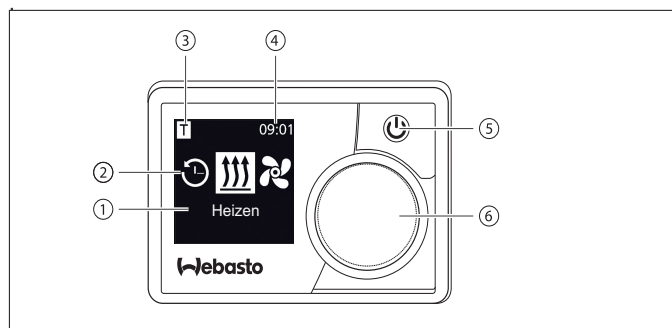


Fig. 01: MultiControl | SmartControl element

- 1 Submenu name
- 2 Submenu symbol
- 3 Activated time settings
- 4 Time
- 5 Quick start button
- 6 Control knob

4.4 Versions

The control element is available in two versions:

- SmartControl: control element with black frame and no timer function.
- MultiControl: control element with silver-coloured or black frame, with timer function.

5 Installing the control element



NOTE

Do not damage any electric cables or pipes while drilling.

5.1 Notes on installation



CAUTION

Danger of fire due to drilling into electrical cables

Burn injuries

- ▶ Arrange electrical cables behind the installation area outside the drilling points.



CAUTION

Injuries by touching sharp edges

Grazing of the skin, cuts

- ▶ When installing use protective gloves.

5.2 Installation location requirements:



Comply with legal requirements.

The installation location must satisfy the following requirements:

- ✓ Vehicle interior
- ✓ Ease of access
- ✓ Clear visibility
- ✓ Clean, dry and free of grease
- ✓ Protected from moisture
- ✓ Protected from heat, not in direct hot air flow
- ✓ Sufficient clearance behind installation location

Safety information on installation



ATTENTION

Danger of electrical short circuit caused by live parts

- ▶ Disconnect the vehicle on-board power supply from the battery before installation.

5.3 Installing the control element



Information on selecting the appropriate heater can be founded in the table in the supplementary sheet.

Installation using adhesive pads

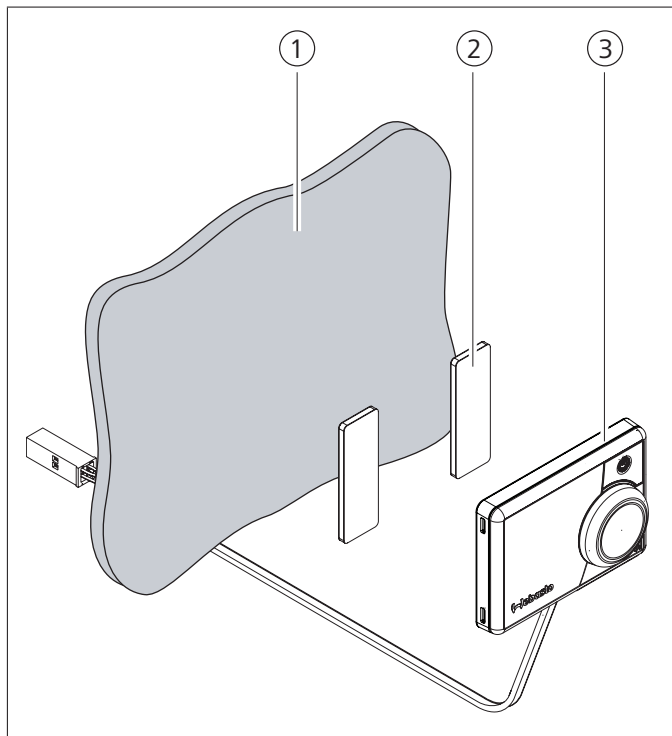


Fig. 02: Installing the control element using adhesive pads

- 1 Installation location
 - 2 Adhesive pads (double-sided)
 - 3 Control element
- ▶ Determine the installation location.
 - ▶ Locate bushing for control element wiring harness.
 - ▶ Rotate control element wiring harness through installation opening.
 - ▶ Attach connector.
 - ✓ Rear of control element is clean, dry and free of dust and grease.
 - ▶ Position control element.
 - ▶ Stick adhesive pads to the control element.
 - ▶ Stick control element onto the installation location.

Optional installation using bracket

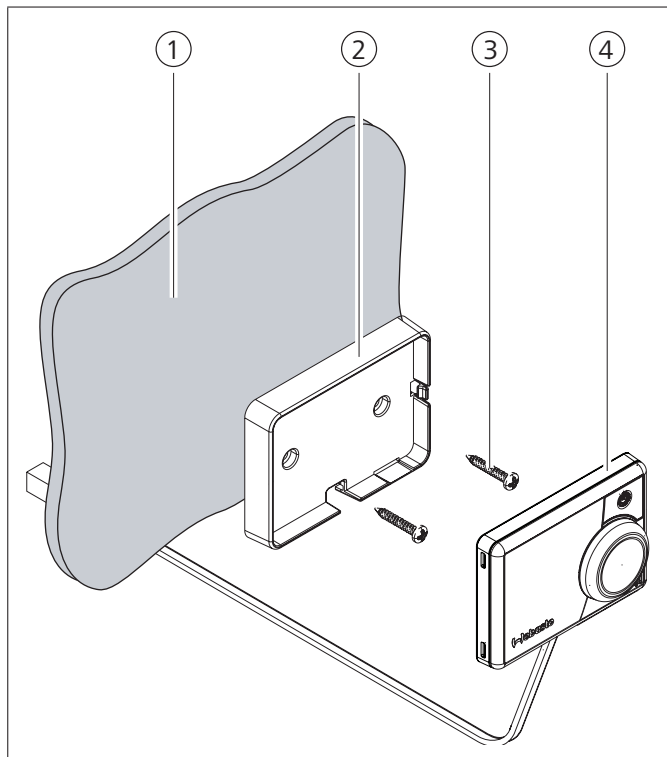


Fig. 03: Installing the control element using a bracket

- 1 Installation location
 - 2 Bracket
 - 3 Screws
 - 4 Control element
- ▶ Determine the installation location.
 - ▶ Locate bushing for control element wiring harness.
 - ▶ Install bracket using the enclosed screws.
 - ▶ Pass the control element wiring harness through from the front.
 - ▶ Clip the control element into the bracket.

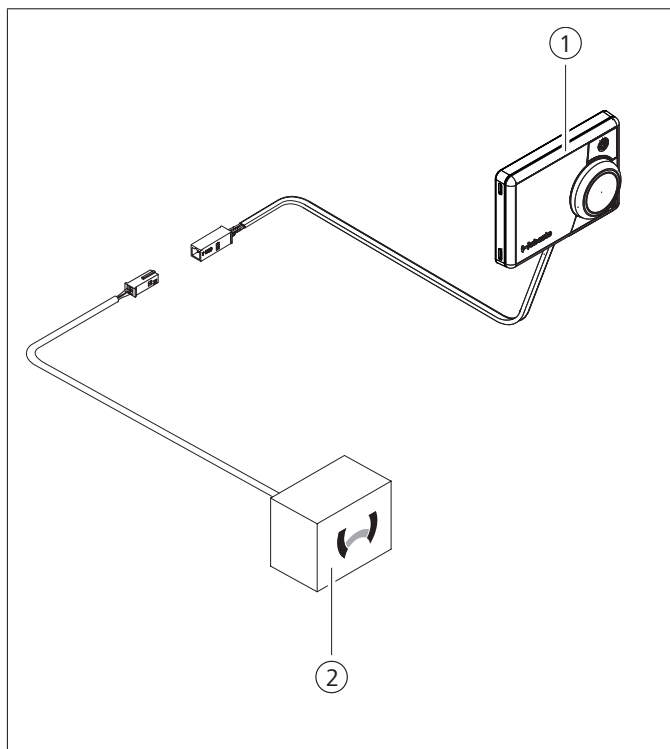


Fig. 04: Example of connecting control element (1) to heater (2)

6 Initial startup

6.1 Information on initial operation



WARNING

Inhaling poisonous gases in the enclosed rooms

Danger of poisoning and suffocation:

- ▶ Never operate the heater (also not with programmed heating start) in closed rooms such as garages or workshops that do not have an exhaust extraction unit.
- ▶ In workshops with exhaust extraction facilities, make sure that the exhaust extractor is fully operational.

6.2 Starting up

- ✓ Heater is correctly installed.
- ✓ Control element is correctly installed.
- ✓ Vehicle on-board power supply is connected to the battery voltage.

Select heater



Manual heater selection is omitted in the event of automatic heater detection.

Rotate the control knob and select the installed heater.



Fig. 05: "Heater" menu element

- ▶ Press the control knob.

Setting the day of the week:



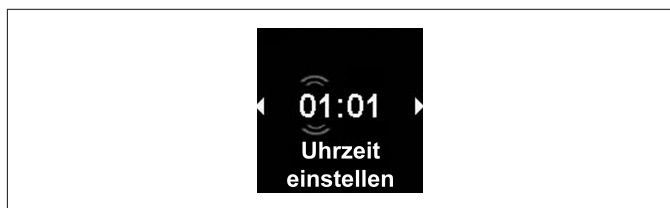
Fig. 06: Day of the week

- ▶ Rotate the control knob, select weekday.



Fig. 07: Setting the time

Setting the time:



- ▶ Rotate the control knob, set the hour.
- ▶ Press the control knob.
- ▶ Rotate the control knob, set the minutes.
- ▶ Press the control knob.



Fig. 08: Main menu

When the main menu is displayed, initial start-up is completed.



The selected heater can be changed at a later date. See „6.3 Selecting the heater at a later date“ on page 8.

6.3 Selecting the heater at a later date



In the event of a Reset, all the settings and timer programs on the control element are reset to the default settings or to the values preset by the technician.
In the event of a Reset, the language is reset to English.



Information on selecting the appropriate heater can be founded in the table in the supplementary sheet.

- ▶ Select the "Settings" symbol  from the main menu.



Fig. 09: "Settings" menu element

- ▶ Press the control knob.
- ▶ Select the "Reset" menu element.



Fig. 10: "Reset" menu element

- ▶ Press the control knob.



Fig. 11: "Confirm reset" menu element

- ▶ Press the control knob again to confirm the menu selection.
- ✓ The control element is restarted.
- ▶ **When restarting the control element (the start screen is displayed for 1.5 seconds), press the control knob and quick start button simultaneously for 3 seconds.**



Fig. 12: "Heater" menu element

- ▶ Select the desired heater.
- ▶ Press the control knob.

7 Technician mode

7.1 Functional description

This specific function is not visible to the customer and is only enabled when the diagnostic adapter is used. This function can be used to select the preset heaters and their settings and activate them. The limit values for temperature/operating duration etc. can be adjusted by the technician if the presetting is not correct for the system as setup. As an alternative, the settings can also be carried out using the WTT (Webasto Thermo Test) diagnostic software.



Factory settings can only be changed by professionals.

7.2 Connecting the diagnostic adapter

- Remove the cover from the diagnostic adapter port.

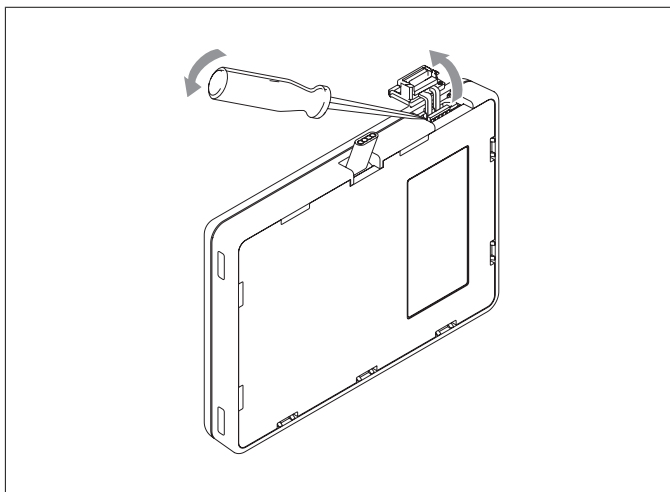


Fig. 13: Removing the cover



ATTENTION

Dust and moisture can damage the diagnostic adapter port

The unit may produce incorrect or no diagnostic information

- Close the cover on the diagnostic adapter port after use.

- Connect the diagnostic adapter to the control element.

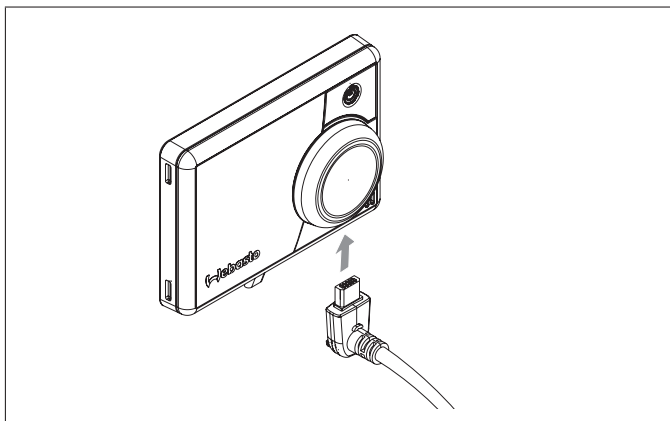


Fig. 14: Connecting the diagnostic adapter

7.3 Selecting the Service menu

- In the main menu, select the "Service" symbol



Fig. 15: "Service" menu element



The items in the Technician menu are an extension of the User menu and are available in addition. The "Service" symbol replaces the "Settings" symbol as soon as the diagnostic adapter is connected.

7.4 Service settings

- ✓ The diagnostic cable connector is connected to the control element. See Chapter „7.2 Connecting the diagnostic adapter“ on page 9.
 - ✓ "Service" symbol has been selected in the main menu.
 - Press the control knob.
- "Quick start" symbol is shown in the display.

7.5 Select heater

A different heater can be selected using this menu item. If a different heater is selected, other settings from this menu are also reset to the specific values for that heater. This includes deleting the error memory.

- ✓ "Service" symbol has been selected in the main menu.
- ✓ "Quick start" symbol is shown in the display.
- Rotate the control knob in order to select the desired symbol "Heater".
- ✓ The heater name is shown in the display.
- Rotate the control knob in order to select the heater.
- Press the control knob in order to confirm selection.

7.6 Min duration

Preset the minimum operating duration that the customer can select from the menu when configuring the quick start button or for heating/ventilation. The value for "Min duration" can be set between 10 minutes and the "Max duration".

- ✓ "Service" symbol has been selected in the main menu.
- ✓ "Quick start" symbol is shown in the display.
- ▶ Rotate the control knob in order to choose the desired symbol "Min duration".
- ▶ Press the control knob in order to confirm selection.
- ✓ The min duration is shown in the display and the min duration "hour" is flashing.
- ▶ Rotate the control knob in order to choose the desired min duration "hour".
- Press the control knob in order to confirm selection.
- ✓ The min duration is shown in the display and the min duration "minute" is flashing.
- ▶ Rotate the control knob in order to choose the desired min duration "minute".
- ▶ Press the control knob in order to confirm selection.

7.7 Max duration

Preset the maximum operating duration that the customer can select from the menu when configuring the quick start button or for heating/ventilation. The range for "Max duration" can be set between value for "Min duration" and the maximum time applicable for the selected heater.

- ✓ "Service" symbol has been selected in the main menu.
- ✓ "Quick start" symbol is shown in the display.
- ▶ Rotate the control knob in order to choose the desired symbol "Max duration".
- ▶ Press the control knob in order to confirm selection.
- ✓ The max duration is shown in the display and the max duration "hour" is flashing.
- ▶ Rotate the control knob in order to choose the desired max duration "hour".
- ▶ Press the control knob in order to confirm selection.
- ✓ The max duration is shown in the display and the max duration "minute" is flashing.
- ▶ Rotate the control knob in order to choose the desired max duration "minute".
- ▶ Press the control knob in order to confirm selection.

7.8 Permanent mode

Here you can enable or block permanent operation of the heater by the user. Permanent mode is only possible in heaters that support this mode. If this option is selected for heaters that do not support permanent mode, the heater determines the operating duration when the user starts the functions heating/ventilation in permanent mode.

- ✓ "Service" symbol has been selected in the main menu.
- ✓ "Quick start" symbol is shown in the display.
- ▶ Rotate the control knob in order to choose the desired symbol "Permanent mode".
- ▶ Press the control knob to choose between "On" and "Off".



This setting is taken over without confirmation.

7.9 Ventilation

This option can be used to remove the "Ventilation" menu item from the customer menu. This option has no effect for heaters that do not support "ventilation".

- ✓ "Service" symbol has been selected in the main menu.
- ✓ "Quick start" symbol is shown in the display.
- ▶ Rotate the control knob in order to choose the desired symbol "Ventilation".
- ▶ Press the control knob to choose between "On" and "Off".



This setting is taken over without confirmation.

7.10 Temperature range

Here you can restrict the temperature range for air heaters that the user can select from the menu when configuring the quick start button or when heating. The minimum temperature can be selected between 5°C and 20°C and the maximum temperature can be selected between 20°C and 35°C. This setting has no effect for water heaters.

- ✓ "Service" symbol has been selected in the main menu.
- ✓ "Quick start" symbol is shown in the display.
- ▶ Rotate the control knob in order to choose the desired symbol "Temperature range".
- ✓ If the temperature setting function is not supported by the heater, "N/A" appears in the display and no settings can be made here.
- ▶ Press the control knob in order to confirm selection.
- ✓ The minimum temperature is shown in the display.
- ▶ Rotate the control knob to select the desired minimum temperature.
- ▶ Press the control knob in order to confirm selection.
- ✓ The maximum temperature is shown in the display.
- ▶ Rotate the control knob to select the desired maximum temperature.
- ▶ Press the control knob in order to confirm selection.

7.11 Show temperature

This configures the temperature display in the status bar. If this option is switched off, the current temperature is not shown in the status bar. The temperature shown is always the current temperature as reported by a connected sensor or the internal sensor in the MultiControl/SmartControl. Following a factory reset or after selecting a new heater, all possible sensors are queried and the first available sensor is selected for temperature determination. The query sequence is as follows:

- External sensor on the W-bus
- Sensor in the heater
- Internal sensor of the MultiControl | SmartControl
- ✓ The temperature can be displayed and hidden in the main menu.
- ✓ "Service" symbol has been selected in the main menu.
- ✓ "Quick start" symbol is shown in the display.

- ▶ Rotate the control knob to choose the desired symbol "Show temperature".
- ▶ Press the control knob to choose between "On" and "Off".



This setting is taken over without confirmation.

7.12 Undervoltage shutdown

If this option is activated, the supply voltage is continuously checked during heating/ventilation mode and, if the configured value is undershot for more than 5 seconds, the heater is shut down. The heater can only be switched back on when the voltage is stable above the configured value. Failure to reach the necessary value is indicated in the status bar by means of a battery symbol.

- ✓ "Service" symbol has been selected in the main menu.
- ✓ "Quick start" symbol is shown in the display.
- ▶ Rotate the control knob in order to choose the desired symbol "Undervoltage shutdown".
- ✓ If undervoltage shutdown is active, the display shows the preset value. If it is deactivated, "Off" is shown.
- ▶ Press the control knob in order to confirm selection.
- ▶ Rotate the control knob to set the value or deactivate the function (Off).
- ▶ Press the control knob in order to confirm selection.

7.13 Max active timers

Only one timer can be activated as standard. Using this option, you can increase the number of times that can be activated simultaneously to as many as 21.

Please note the legal requirements, in particular that only one activated timer is permitted for passenger cars.

- ✓ "Service" symbol has been selected in the main menu.
- ✓ "Quick start" symbol is shown in the display.
- ▶ Rotate the control knob in order to choose the desired symbol "Max active timers".
- ✓ The preset value (number of timers) is shown.
- ▶ Press the control knob in order to confirm selection.
- ▶ Rotate the control knob to set the value.
- ▶ Press the control knob in order to confirm selection.

7.14 Unlock heater



CAUTION

Possible risk of fire

Burn injuries

- ▶ Rectify cause of error.
- ▶ The heater may only be unlocked by trained technicians.



ATTENTION

Risk of damage to the heater

- ▶ Rectify cause of error.
- ▶ The heater may only be unlocked by trained technicians.

- ▶ Bring up the Service menu.
- ▶ Rotate the control knob clockwise.
- ▶ Select the "Unlock heater" menu element.
- ▶ Press the control knob on "Unlock heater".
- ▶ Rotate the control knob and select "Unlock heater OK" or "Back" (cancel).
- ▶ Press the control knob. Fault codes in the heater will be deleted.

7.15 Basic configuration

In the event of a reset, all settings are restored to basic configuration except weekday and time. Following the reset, proceed as for installation and initial start-up.

"Quick start" symbol is shown in the display.

- ▶ Rotate the control knob in order to choose the desired symbol "Factory reset".
- ▶ Press the control knob in order to confirm selection.
- ✓ "OK" is shown in the display.
- ✓ Press the control knob in order to confirm selection.
- ✓ Then the restart is performed.

8 Troubleshooting

8.1 Fault code output



The heater will output a fault code on the control element if a fault occurs during heating mode.

- Pressing the quick start button confirms the error display.



You will find further information in the operating instructions.



An error that has occurred is shown on the control element display as Txx or Fxx and the LED flashes red. The error display also appears after waking up the control element from standby and must be confirmed by pressing the control knob or the quick start button. This error is saved in the error entries in the control element menu (menu element "Error entry") and can be called up. Selecting "Reset" in the customer menu deletes all error entries for the control element.

Table of internal control element errors "Txx"

Fault code	Faults	Fault description	Troubleshooting
Ted	Supply voltage too high	Supply voltage exceeds 36V.	Check car electrical installation.
Te3	Display background illumination faulty		Contact Webasto service workshop.
Te4	Defective LED status		Contact Webasto service workshop.
Te5	Temperature sensor error	Temperature sensor of MultiControl SmartControl faulty.	Contact Webasto service workshop.
Te6	W-bus temperature sensor error	Temperature from external sensor (W-bus) cannot be read correctly.	Check installation. Replace sensor if necessary.
T12	Communication error on the W-bus		Check installation.
Te7/Te8	Flash		Contact Webasto service workshop.
Tea	Faulty feedback signal from heater (ST)		Check installation.
Tec	Control knob sticking	Control knob pressed for longer than 10 seconds.	Contact Webasto service workshop.
T46	Excess current/short circuit at switch output SAU1	Current exceeds 500mA.	Check installation. Ensure that the consumer at the switch output SAU1 is not drawing more than 500mA.
Te0	Reduced voltage	Supply voltage is below value set by technician.	Charge the battery and check car electrical installation.
T84	Operating voltage too low	Supply voltage is less than 8V.	Charge the battery and check car electrical installation.
Te1	Ambient temperature too low/high	Ambient temperature is outside the operating range of -20°C to +70°C.	The error disappears automatically when the ambient temperature is once more within the range of -20°C to +70°C.
Teb	RTC fault		In case of voltage interruption lasting more than 8 minutes: Enter day/time again. If this error appears without voltage interruption: Contact Webasto service workshop.

Error with UniBox connected and analogue heater

Fault code	Faults	Fault description	Troubleshooting
Fed	Supply voltage too high	Supply voltage exceeds 36V.	Check car electrical installation.
F5d	Temperature sensor error	The temperature from the external sensor connected to the UniBox cannot be read correctly.	Check installation. Contact Webasto service workshop.
F12	Communication error on the W-bus		Check installation.
Fe7/Fe8	Flash	Read/write from/to the internal memory failed.	Contact Webasto service workshop.
Fe9	Signal from switch output SAU1 not plausible	The UniBox is receiving an implausible signal.	Check installation. Contact Webasto service workshop.
Fea	Faulty feedback signal from heater (ST)		Check installation.
Fec	External control knob sticking	External control knob pressed for longer than 10 seconds.	Check installation. Contact Webasto service workshop.
F01 to F0F	Heater error	Please look through the heater documentation.	Contact Webasto service workshop.
T5d	UniBox temperature sensor error	The temperature from the external sensor connected to the UniBox cannot be read correctly.	Check installation. Replace sensor if necessary.
T84	Operating voltage too low	Supply voltage is less than 8V.	Charge the battery and check car electrical installation.

Errors relating to a connected heater

Fault code	Faults	Fault description	Troubleshooting
F01 to F99	Heater error (analogue)	See workshop manual for heater	Contact Webasto service workshop
F01 to FFE	Heater error (W-bus)		
H01 to Hxx			

9 Statutory regulations governing installation

Regulation	Typ approval number
ECE R10	E1 10R - 047319 or E1 10R - 067319

The provisions of these regulations are binding within the scope of EU Regulation 2018/858 and should also be observed in countries where there are no special regulations! Failure to follow the installation instructions and the notes contained therein will lead to all liability being refused by Webasto.



WEEE directive This product must not be disposed of with normal household rubbish.

Dispose of this product according to the applicable rules and regulations. Information about proper disposal is provided by the municipal authorities, the responsible household waste recycling centre and/or your local distribution partner.

10 Declaration of Conformity

CE-Declaration of Conformity and UKCA-Declaration of Conformity.

The MultiControl | SmartControl was developed, manufactured, tested and supplied in accordance with the relevant directives, regulations and standards for safety, EMC and environmental compatibility. Webasto declares that the product MultiControl | SmartControl is manufactured and delivered in accordance with the directives and regulations.

The complete CE Declaration of Conformity and UKCA Declaration of Conformity can be found in the download area at <https://dealers.webasto.com>.

11 Technical data

Control element	MultiControl / SmartControl
Rated voltage [V]	12 to 24
Maximum current consumption (during operation without external relay) [mA]	17 to 23
Maximum current consumption (in standby) [mA]	0.5
Permissible ambient temperature [°C] (operation/storage)	-40 to +75 / -40 to +90
Control element dimensions [mm] (length/depth/height)	68 / 15 (9.5 without control knob) / 48
Weight [g]	41

12 Electrical Connections

12.1 Connector designation MultiControl | SmartControl

No.	Colours	Description	Remarks
Contact 1	Yellow	W-Bus / Low Switch / Diagnostics	The connection is configured differently depending on the heater selected. Please note that there is no W-bus on this line for heaters with analogue control. W-bus diagnostics are only possible with a W-bus heater connected or with a UniBox connected.
Contact 2	Black	SAU1 switch output	max. switching current 500 mA
Contact 3	Red	KL30	Plus+
Contact 4	Brown	KL31	Earth-

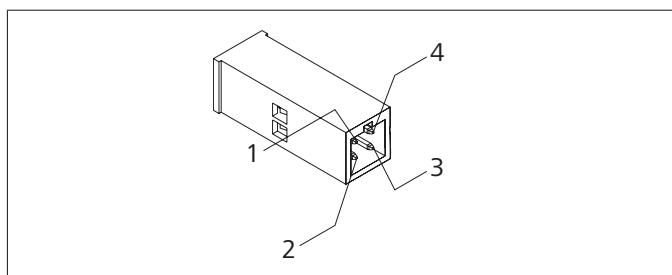


Fig. 16: Control element connections

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You can find your nearest dealer at: <https://dealerlocator.webasto.com/en-int>.
To provide feedback (in English or German), please send an email to: feedback2tdt@webasto.com

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