Connected solutions - Driving efficiency

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Presented by Jack Buckley

Because **Vaillant** thinks ahead.

Connectivity – Helping you manage your heating stock

- Vaillant can help you reduce your costs by remotely managing faults and maintenance requirements.

- We can provide accessories to enable our products to become connected solutions which allow maintenance providers to be more proactive and potentially reduce call-out costs.

- Vaillant heating products can provide real time alerts of any issues to maintenance providers and help with maintenance planning.

- Connected Vaillant heating products allows remote diagnosis and provides the potential to fix certain faults without visiting tenants, reducing cost and complexity.

- Increased fault visibility will help with identification of the cause of the fault and enables the correct spare part to be supplied to the maintenance provider enabling increased first time fix.
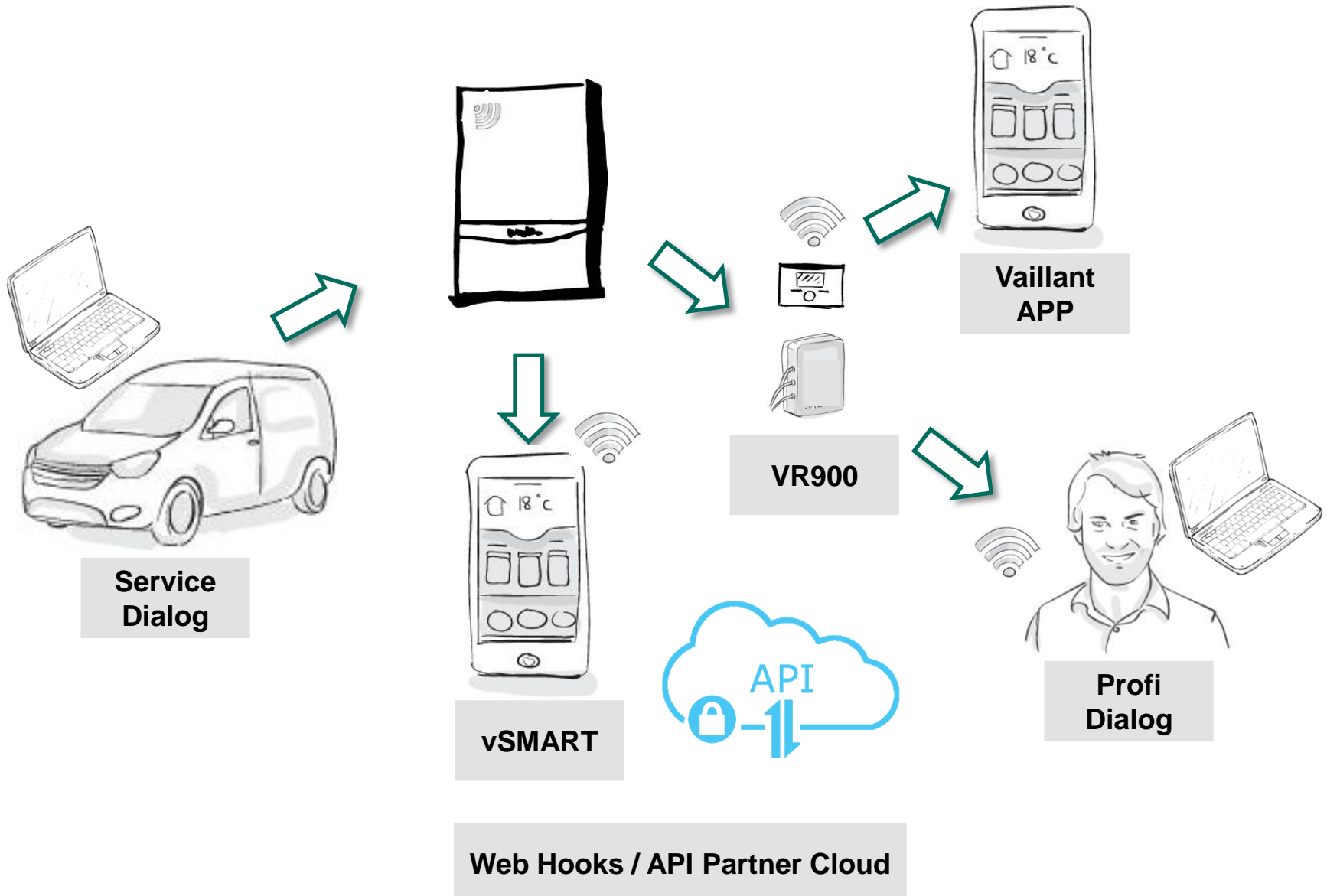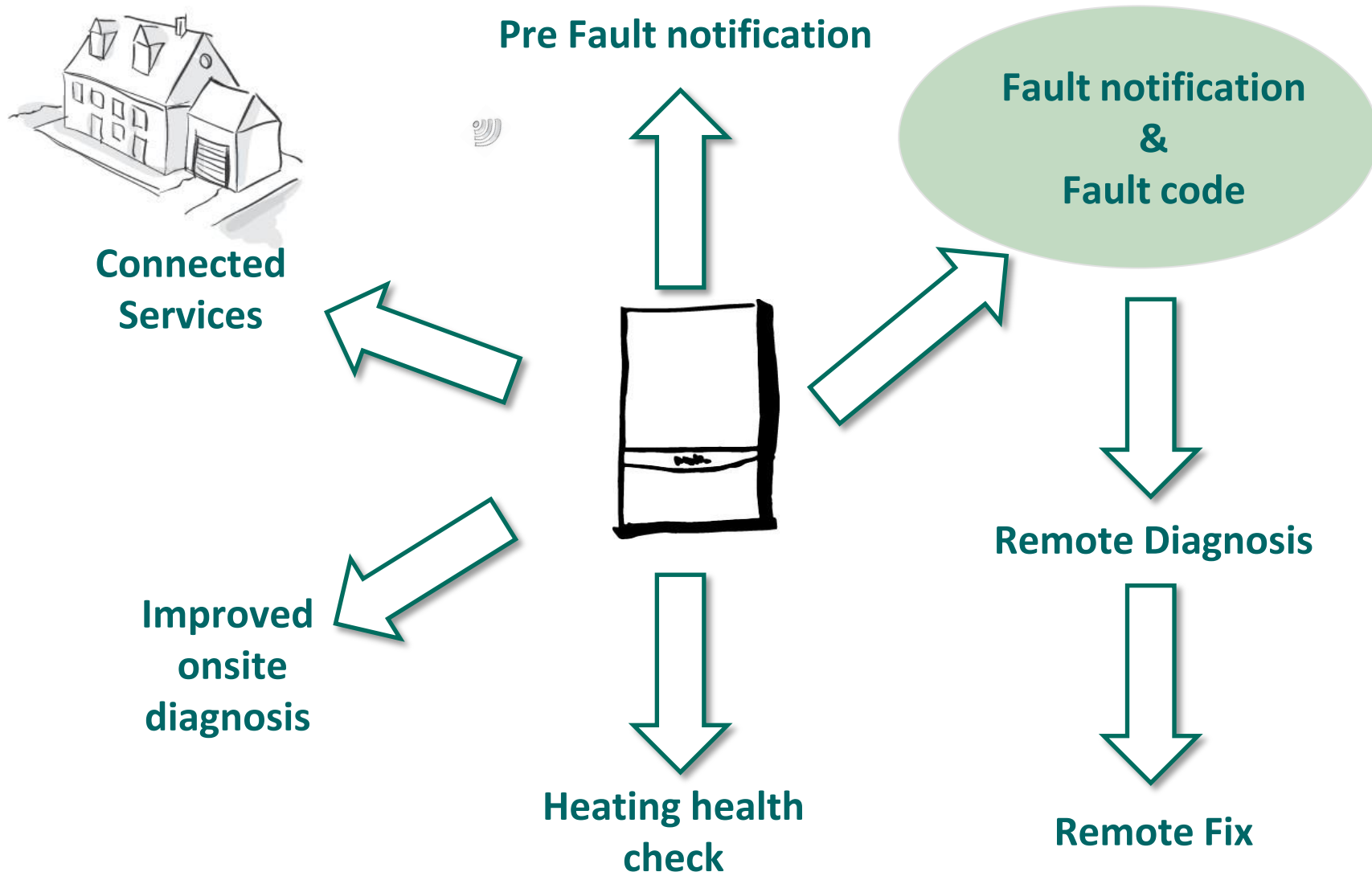
Connected Services

- Vaillant are dedicated to being successful in the digital world

- What's the value of data? its no longer about just the boiler, or even the type of gate way

- Vaillant UK are the most successful Country in the Vaillant Group for vSMART, and therefore we know the value of vSMART in the consumer market – soon to be launched to the social housing market.

- VR 900 solution to start with heat pumps and Commercial installations

- We see an increase in demand for low cost smart solutions in New Build

- Vaillant have started the RSL journey, gathering data and speaking with our social customers to understand each housing providers unique requirement

- Challenge to Social Providers is to install tenant internet access – we need to understand the specific requirements of each RSL to plan connected solutions.

Understanding the market value of data and how to benefit

Vaillant Connectivity

Service Dialog

vSMART

VR900

Vaillant APP

Profi Dialog

Web Hooks / API Partner Cloud

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Connected Services

Pre Fault notification

Fault notification & Fault code

Connected Services

Improved onsite diagnosis

Heating health check

Remote Diagnosis

Remote Fix

Connected installer/contractor

If there's a major problem with your boiler or heating system we'll let you know
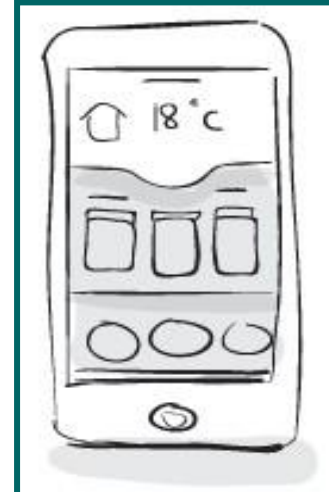
**Vaillant connectivity allows us to know how your boiler is performing,
if we detect a major fault we'll be in touch with you**

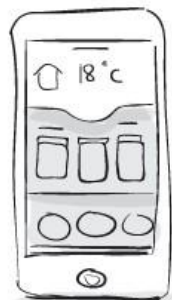# Vaillant controls for social providers
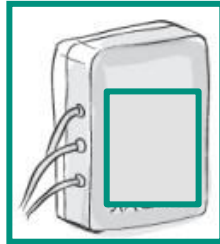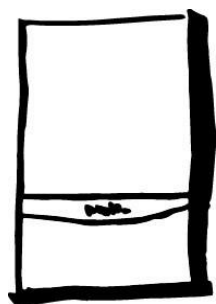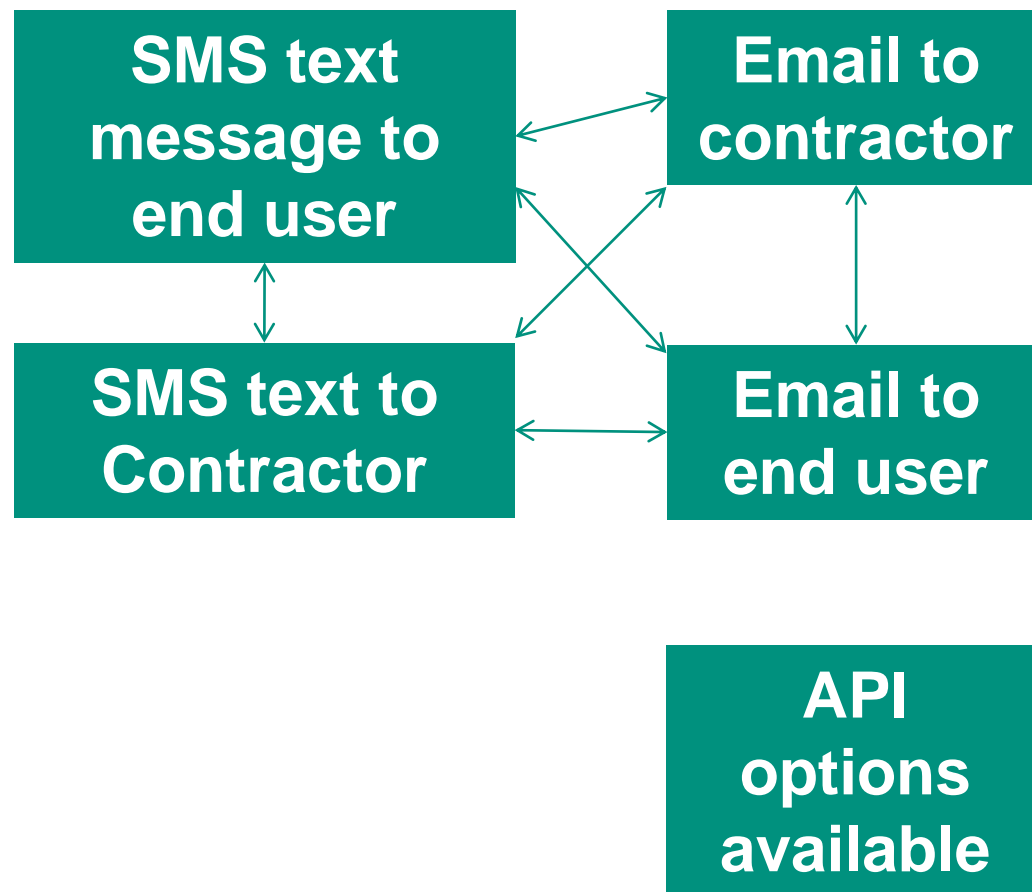

VR900

vSMART

**Fault notification
+
Fault code**

**Simple fault
notification**

Connecting social providers – Emails / SMS

SMS text message to end user

Email to contractor

SMS text to Contractor

Email to end user

API options available

vSMART

Potential – Failure Codes

| **Boiler or system related**		
F.28	**Failure during start-up: Ignition unsuccessful**	Gas meter defective or gas pressure monitor has triggered, air in gas, gas flow pressure too low, thermal isolator device (TAE) has triggered, condensate duct blocked, incorrect gas restrictor, incorrect spare part gas valve, fault on the gas valve, multiple plug on PCB incorrectly plugged in, break in cable harness, ignition system (ignition transformer, ignition cable, ignition plug, ignition electrode) defective, ionisation current interrupted (cable, electrode), incorrect earthing of product, electronics defective

Boiler related failure codes		
F.75	**Fault: No pressure change detection when starting pump**	Water pressure sensor and/or pump defective, air in the heating installa- tion, insufficient water in the product; check adjustable bypass, connect external expansion vessel to the return

Potential
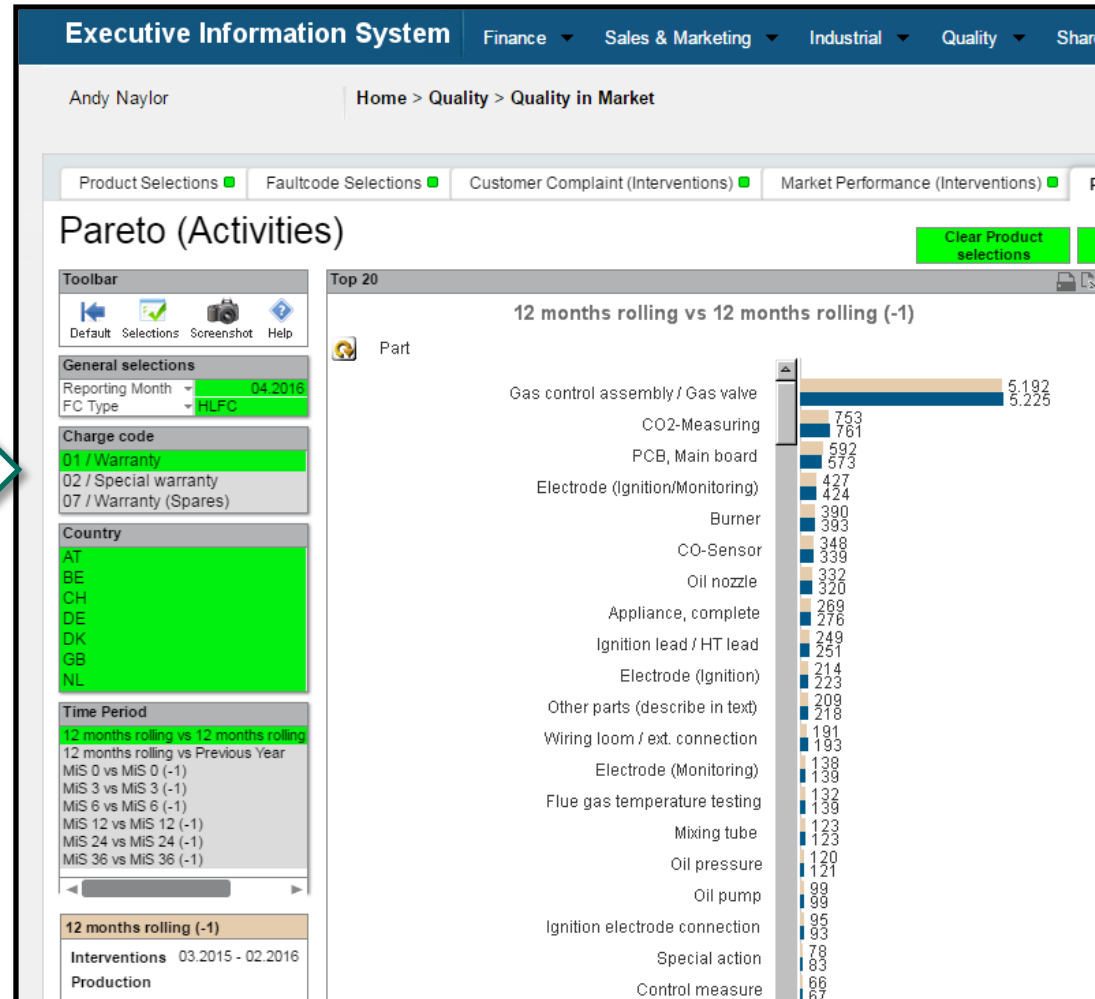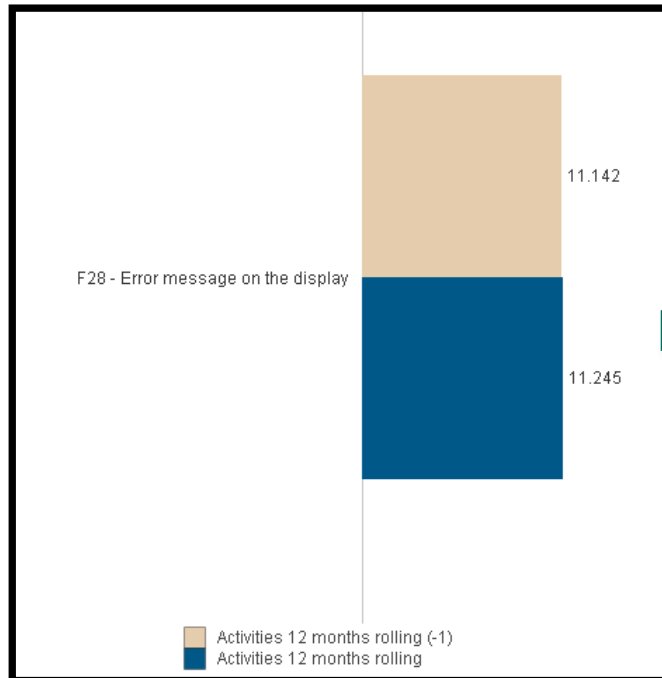
F28 – start up issues Gas: 46% replaced a Gas valve

Facts and figures

Vaillant

- 25% no access on servicing and 15% no access on repairs
- 45,000 appointments per year:
  - 15,000 annual services
  - 30,000 repairs / noise calls = 2 call outs per boiler per year for repairs
- 19 engineers
- 15,000 properties 13,000 Vaillant boilers

Vaillant Service support

- Great **service**, **support** and **expertise –** qualified, expert operators **available 7 days a week, 364 days a year** with **250 dedicated** service engineers
- Industry leading **training** and **knowledge**

Thank you

Because Vaillant thinks ahead.

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