



Advance

**BUSINESS
CLINIC**

**HEAT
HEROES**

**A DAY IN
THE LIFE**

*"Whatever the
issue is, we'll do
everything we
can to fix it"*

*Pravin Pindoria,
Area Sales
Manager*

**HERE
TO
HELP**

Issue 3 | Summer 2018

The installer magazine from Vaillant

Your guide to Vaillant



Installer technical helpline

0344 693 3133

Homeowner technical helpline

0344 736 0049

technical@vaillant.co.uk

Order literature

01773 596013

literature@vaillant.co.uk

Training enquiries

0345 601 8885

**training.enquiriesuk
@vaillant-group.com**

Sales enquiries

0330 678 0878

UKSales@vaillant-group.com

General enquiries

0345 602 2922

info@vaillant.co.uk

Renewables helpline

0330 100 3540

aftersales@vaillant.co.uk

Commercial helpline

0207 022 0927

commercial@vaillant.co.uk

Advance hotline

0330 678 0878

**advance-support
@vaillant.co.uk**



Don't forget the Advance Installer App has click-to-contact options



10/10

How we communicate with installers is very important to us all here at Vaillant, which is why we launched our Installer Congress events. The first one took place in London in June, where we invited you to come and tell us what you need from us, and how we can work more closely with you to help your business grow. The event was a great success and we are already planning another for later in the year, so keep a look out for us soon at a location near you.

Our Boiler Protection Kit is another successful launch. It provides increased sustainability and energy efficiency - supporting you in achieving best practice in system water quality. And we've introduced longer guarantees that are just another extension of our commitment to you - building on our significant investment in TV advertising, support services, technical back-up and an enhanced portfolio.

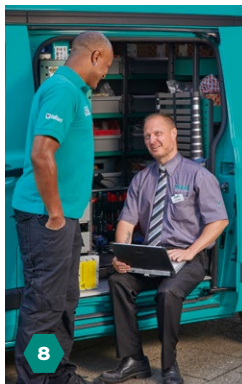
In this issue you will find out how to increase your guarantees with new seven- and 10-year options, sharpen your skills with our fantastic range of training courses, and get the best support from our regional service engineers.

We hope you enjoy the issue - and let us know what you want to read about in the next edition via the @vaillantUK Twitter page using #Advancemag, or you can email us at advancemag@vaillant.com

Klaus Jesse

Klaus Jesse
UK Managing Director

Photography: James Winspear; Laurie Fletcher



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IN THE PIPELINE

Summer 2018

News, views, innovations
and more to help your business run
as smoothly as a Vaillant boiler

As part of Vaillant's ongoing commitment to you, our installers and your customers, we're changing the way we do our guarantees.

From now on, we're giving a free 10-year guarantee on our ecoTEC exclusive with Green iQ and ecoTEC plus domestic boilers, when installed with our brand new Boiler Protection Kit. And that's not all.

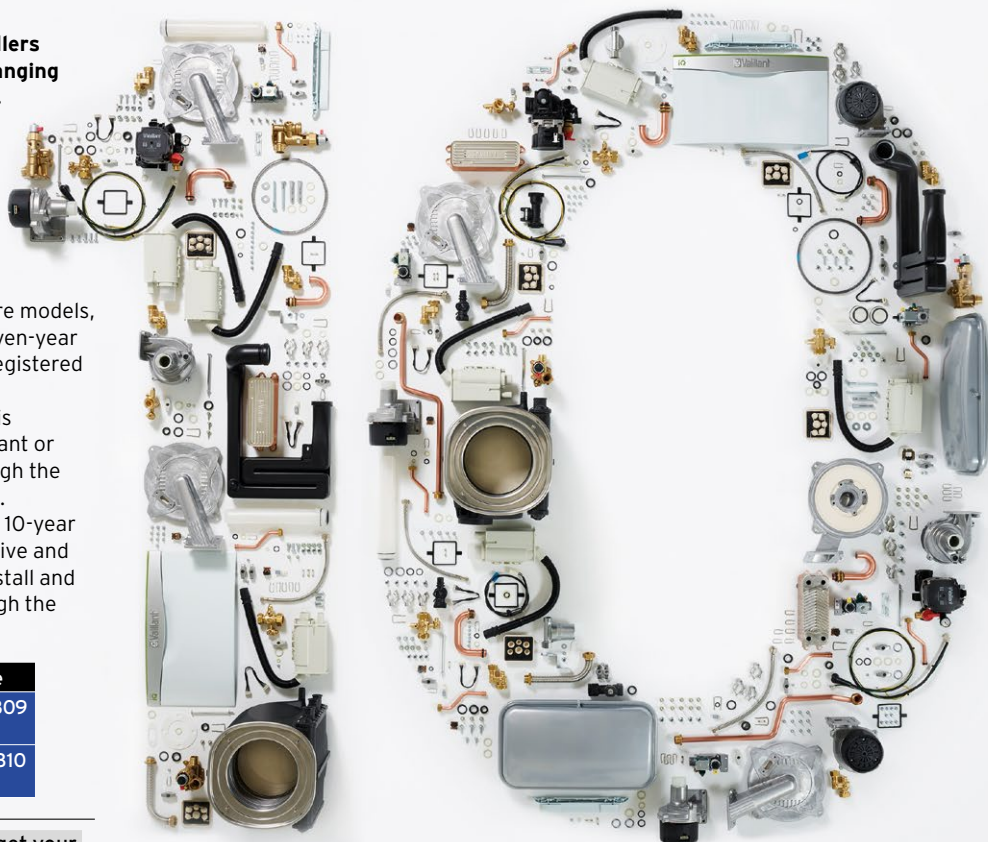
For ecoTEC pro and ecoFIT pure models, we're also introducing a new seven-year guarantee free when they are registered on the Advance loyalty scheme.

The new Boiler Protection Kit is available from your local merchant or can be purchased directly through the Vaillant Advance catalogue now.

All you need to do to claim the 10-year guarantee on the ecoTEC exclusive and ecoTEC plus ranges is to buy, install and register the boiler and kit through the Advance loyalty scheme.

Part number	Part name
22mm filter Boiler Protection Kit	0020278309
28mm filter Boiler Protection Kit	0020278310

Sign up to Vaillant Advance to get your extended guarantees now! Turn to page 12 to read more about it)))



TURN IT UP TO TEN!



HOW WILL YOU SPEND YOUR advance CREDITS?

As a member of the Vaillant Advance scheme, you get credits every time you register a boiler install on the Advance scheme. You can spend these credits on everything from tools and workwear to a Power Bank phone charger and a Vaillant hare.

To find out what you can spend your credits on, log on to vaillant-advance.co.uk and go to the Advance Credit catalogue. And if you're not already registered and logging your installs, register as a Vaillant Advance member today!

Start collecting credits today at vaillant-advance.co.uk »»»

Help new customers find you today

Are you listed on the Vaillant Find an Installer website? If not, homeowners looking for a Vaillant installer won't be able to find you. And that could mean lost business.

Vaillant wants to drive more leads to you, our loyal Advance installers. That's why we created the Vaillant Find an Installer website. All a homeowner needs to do is enter their postcode and the site will return a list of all the installers nearby.

To make sure you are on that list, you need to do three things:

1. Fill in 'Your Company Biography' in your Advance business profile.
2. Install at least three boilers and register them under the Vaillant Advance scheme.
3. After your first three boilers, you need to register at least one Vaillant boiler a month to keep your account activated.

Do these things, and your account on the Find an Installer website will remain active and searchable for homeowners.

How to fill in 'Your Company Biography'

To fill in your biography, just follow these easy steps:

1. Go to vaillant-advance.co.uk and sign into your account.



2. On the welcome page click on the "My Profile" tab and then "Business Profile".
3. Scroll down to the "Your Biography" section, which can be found near the bottom of the page.
4. Fill out your biography. And remember, this is what homeowners see, so make sure it's a good reflection of your business. You must complete this section. Without it, your profile won't go live and customers won't be able to find you when they search the site.

Register at vaillant-advance.co.uk »»»

In the pipeline



Photography: David Yeo

HOW ARE OUR NEW SUPPORT OPTIONS WORKING FOR YOU?

Have you noticed a difference in Vaillant support? Over the last year, we've invested heavily in our support teams for our installer customers.

We've done this because we know that you want a partner who is there for you, to support you when you're making the sale, and also when you need advice and information on the job.

Here are just a few changes that we've made:

1. Invested in a multimillion-pound TV advertising campaign to increase Vaillant brand awareness among homeowners and help drive more business leads to you.
2. Our technical support and sales team is 50% bigger than it was a year ago. We've moved our technical support team to a new facility, with test boilers on site. Our agents can stand in front of the same

boiler you're working on and see what you see.

3. Created an easy-to-use online Knowledge Base containing detailed troubleshooting and repair tips.
4. Launched the Vaillant Elite Spares Stockist scheme to help you locate the right part as quickly as possible.
5. Increased our support to you on social media through our Digital Sales Team investment.

When you choose to partner with Vaillant, you should always feel confident that our expert staff are just a click, phone call or tweet away!

Have you noticed a difference? Could we do more? We want to know what you think and we value any suggestions you have.

Send your feedback to advancemag@vaillant.com)))

New guaranteed call-back scheme

We asked you how we could improve our support for Vaillant Advance installers. You said you really valued the call backs you get when one of our specialists visits one of your customers. So we guarantee you a call back with every visit.

When you're an Advance installer and call out one of our engineers, they will call you back while they are still on site. They'll explain any issues, how they found them and how they fixed them.

- Our engineers are trained on Vaillant products. They know the boilers inside out.
- The support technicians on the phone have access to a comprehensive Knowledge Base, all product manuals and a range of dry boilers to work on during the call.
- Using our spares-finding service, our support teams can help you locate the part you need and get it as fast as possible.

New advance helpline

As part of the ongoing investment in Vaillant's installer support, we now have a new support phone number and email address for Vaillant Advance.

They are:

☎ **0330 678 0878**

✉ **Advance-support@vaillant.co.uk**

Save these details in your phone today

WHY VAILLANT UNISTOR CYLINDERS ARE THE RIGHT CHOICE

Vaillant uniSTOR cylinders are the best fit for Vaillant boilers and central heating systems. Every cylinder comes with a two-year guarantee on parts and a 25-year guarantee for the cylinder shell.

The Vaillant uniSTOR cylinders are designed to look great and be easy to clean. And with slimline products in the range, they're easy to fit into any space. They come in a range of capacities. And because they are unvented, which means they take water directly from the mains and operate at mains pressure, they work with any new or existing sealed system or open-vent boiler.

Manufactured from high-quality stainless steel, the uniSTOR range is also ideal for replacing open-vent cylinders made from any material, including copper.

By upgrading an old copper cylinder with an insulation jacket to a new uniSTOR unvented cylinder, you can make your customer's heating system more efficient by reducing cylinder heat losses significantly. That's good for the environment and, because it cuts fuel bills, good for your customers. And when you register the install on Vaillant Advance, you'll get £10 cashback and 100 Advance credits.



Order our uniSTOR cylinders from your local merchant >>>

Part number	Part name
0010019209	Pre-plumbed 120-litre uniSTOR cylinder
0010019210	Pre-plumbed 150-litre uniSTOR cylinder
0010019211	Pre-plumbed 180-litre uniSTOR cylinder
0010019212	Pre-plumbed 200-litre uniSTOR cylinder
0010019213	Pre-plumbed 250-litre uniSTOR cylinder
0010019214	Pre-plumbed 300-litre uniSTOR cylinder
0020235265	120-litre standard uniSTOR cylinder
0020235266	150-litre standard uniSTOR cylinder
0020235267	180-litre standard uniSTOR cylinder
0020235268	200-litre standard uniSTOR cylinder
0020235269	250-litre standard uniSTOR cylinder
0020235270	300-litre standard uniSTOR cylinder

In the spotlight

Darren Gravesande
Lead Engineer,
West London

Claire Bradley
Engineer

Ashley Smart
Engineer

Chris Lees
Engineer



Ian Frisby
Area Support Manager

HOTLINE TO HELP

Vaillant's regional engineering teams are on hand to diagnose a fault, fix it, and give you feedback through a call-back service on site. They're there when you need them most...



Photography: James Winspear

During the last year our Vaillant support team has been working hard to find out how we can do more for you and your customers. One thing you told us time and again was how much you valued the on-site call-back service offered by our engineers. If you come across an issue you haven't seen before, we can send out one of our expert engineers to your customer's property to help.

Our engineer will then call you to explain the problem, and what the resolution was. We've learned that you really value these call backs as it helps you provide a better service to your customers, so the next time you visit you know exactly what work has been carried out.

To deliver on our commitment of ensuring Vaillant Advance installers are at the heart of everything we do, we'll guarantee you an on-site call back if you highlight the request during the call to book the engineer visit. We then promise that our specialist will phone you, explain step-by-step what they've done and pass on the necessary information for your next visit to that customer.

Your team is there for you

Vaillant's goal is to ensure that installers who choose our products always have the information, the training and the support when they need it, backed up by our highly trained and specialist engineers. No matter where you are in the country, as a Vaillant Advance installer you can be confident your regional engineering team has your back.

In every region of the UK, Vaillant has a team of engineers led by an experienced Area Support Manager. To ensure we deliver an industry-leading support structure, the

Area Support Manager's role is to ensure their engineers have everything they need to support you. That's why, working alongside them, are Vaillant's Operational Support Technicians (OSTs) – our most highly qualified and experienced engineers.

The OSTs know Vaillant's whole range of products, and have many years' experience repairing them in the field. An OST supports several smaller engineering teams, each with a lead engineer, so you know you really are getting great support.

These professionals work hard with our support and training teams to keep their skills and knowledge up to date, and utilise feedback from real-life calls to make sure they have the right solution for your customers.

Ongoing improvement programme

The installer call-back scheme is part of a much wider programme of improvements in the way Vaillant supports you, our installers. In the last year we've upgraded our support teams, introduced an easy-to-use online Knowledge Base and invested in a homeowner-awareness campaign to help drive more leads for your business.

Now, with guaranteed call back, not only are our engineers there to help when there's a problem, they'll also make sure that you get the knowledge and the customer-specific feedback you need to always stay on top.

To benefit from the guaranteed call back you must be an Advance member. When you call and book an engineer visit for your customer, please ensure that you request a call back and you have your membership number to hand. **✓**

Sign up to the Vaillant Advance scheme at vaillant-advance.co.uk **»»**

VAILLANT TRAINING DAYS

Free for installers

Advance magazine sits in on a Vaillant training day, where installers can sharpen their skills, get to grips with new products and learn from experts

Updating your skills is a great way to stay ahead of the game and get an edge on the competition.

On a Vaillant training day, our instructors pass on in-depth knowledge and give you hands-on experience of a wide range of Vaillant products and technologies.

Completely free for installers registered on the Vaillant Advance scheme, the training days are available at centres throughout the country (see box below). Courses available include Vaillant Domestic Boilers and Controls, Vaillant Renewables Products and Controls, Vaillant Commercial Systems - and many more.

"Our courses are designed to deliver a lot of value in a short space of time," explains Neil Shaw, Vaillant's Service and Training Manager. "Our trainers are all experts who've spent years



"Our courses are designed to deliver a lot of value in a short space of time"

Neil Shaw
Service and Training Manager,
Vaillant UK



VAILLANT TRAINING CENTRES NATIONWIDE



Belper Centre of Excellence (Derby)
Nottingham Road,
Belper, Derbyshire,
DE56 1JT
0345 601 8885

Bristol Centre of Excellence
Unit 1390, Aztec West,
Almondsbury, Bristol,
BS32 4RX
0345 601 8885

Cambridge Centre of Excellence
Ground Floor, Building 7400,
Cambridge Research Park,
Cambridge, CB25 9TL
0345 601 8885



in the field. They know how to get across the information and the practical tips that really make a difference to installers, in particular topics such as fault finding and diagnostics."

The Vaillant ecoTEC training course

To get a feel for what really goes on during a Vaillant training day, *Advance* magazine took part in the ecoTEC Commissioning and Servicing course, on a Monday late in June.

Right from the start, there was a great atmosphere: a real buzz in the room, with everyone eager to learn. Our expert trainer, Andrew Hayes, took the participants through everything they need to know about Vaillant's range of domestic boilers, from product specifications through pre-installation system checks, to installation, control options and the range of system accessories and how to use them. We also covered maintenance and fault finding. And everyone on the course had a chance to get hands on with the boilers themselves.

"It was really useful," said Ray Le Blanc, from LB Plumbing and Heating in Harrow, London. "I've been a Vaillant installer for quite some time, so I'm not new to the game. Even so, I've learned things from this course that I wouldn't have found

out any other way. They'll save me time and hassle when I'm back in the field and help me get the job done faster."

Why training matters

The importance of industry-standard training, such as the Gas Safe certification, is clear to everyone. But with standards and technologies changing so rapidly, installers who want to keep up with the market and ahead of the competition need to keep their skills up to date.

"Vaillant installers are some of the best in the business. We know that from customer feedback," says Shaw. "But with the advent of smart technologies, advances in the boilers themselves and the introduction of new standards, such as Boiler Plus, the market is changing quickly.

Our training days are specifically designed to keep our installers up to date with the latest Vaillant technology and the latest market demands. And they're good fun too. Our trainers consistently get great feedback. We encourage all *Advance* installers to see what training is available and then to register for a course." **///**

To book, contact your Area Sales Manager or go to vaillant.co.uk/for-installers **///**



Photography: James Winspear

Elland Centre of Excellence (Leeds)

Unit D1, Lowfields Business Park, Elland, HX5 9DG
0345 601 8885

Farnborough Centre of Excellence

25 Templer Avenue, Farnborough Business Park, Farnborough, GU14 6FE
0345 601 8885

Glasgow Centre of Excellence

Maxim 1, 2 Parklands Way, Eurocentral, Glasgow, Lanarkshire, ML1 4WR
0345 601 8885

Maidstone Centre of Excellence

6 Alexander Grove, Kings Hill, West Malling, Maidstone, Kent, ME19 4XR
0345 601 8885

BUILT TO LAST

Introducing Vaillant's new and improved guarantees across our domestic boiler range

You told us that extended guarantees were great for your business and converting more customers - and we listened. From 1 July 2018 you can offer your customers a free seven-year guarantee across the whole Vaillant range of domestic boilers. Not only that, we're offering a 10-year guarantee on ecoTEC exclusive with green iQ and ecoTEC plus domestic boilers when installed and registered with our new Boiler Protection Kit.

These extended guarantees are only available to installers who have signed up to the Vaillant Advance loyalty scheme. If you're not a member already, simply sign up today. It'll only take two ticks - plus, it's free!

Complete peace of mind

For the last year, we've been listening to what you want and we're working hard to try and make life easier, while also driving more business for our loyal customers.

Because of this, we're offering seven-year guarantees as standard across our range of domestic boilers when registered on Advance. From the compact, rear-flue ecoFIT pure to the range-topping ecoTEC exclusive with green iQ, you can give your customers complete peace of mind.

Being able to offer the extended guarantee gives you a stronger sales story and helps you put customers' minds at ease. (If you can offer a free seven-year guarantee, then the product must be reliable, right?) This is even more relevant with our new TV advertising campaign - something that's been getting a lot of attention and driving more sales leads to Advance installers on our Find an Installer website.

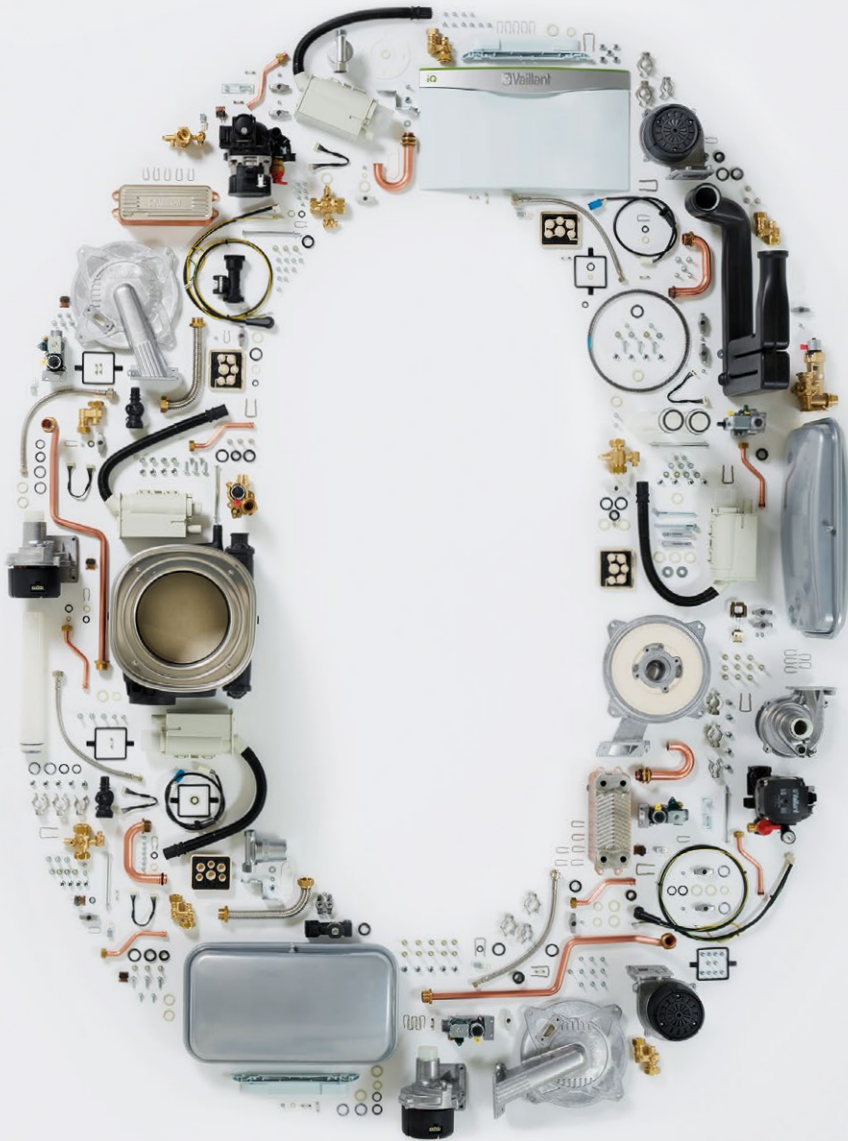
The new Boiler Protection Kit

We really want to make sure you have the edge when quoting our boilers. That's why we're introducing a 10-year guarantee on the ecoTEC exclusive with green iQ, in addition to the ecoTEC plus range of domestic boilers (when installed and registered with a Boiler Protection Kit). The kit includes a high-quality metal filter and testing kit - the ultimate in system protection. It also validates the free 10-year guarantee, and gives you and your customers 10 years' peace of mind.

How to claim the new guarantees

Claiming the extended boiler guarantee couldn't be easier. Simply register the install either on the Advance app or at vaillant-advance.co.uk. The app is easy to use and features Gas Safe and Benchmark registration, which can be sent direct to your customer without any charges.





WHAT'S IN THE BOX

- 1 Filter
- 2 Magnet
- 3 Compression fitting (22mm or 28mm)
- 4 Drain valve
- 5 Test paper reference chart
- 6 Test papers
- 7 Guide
- 8 Serial number card

Filter	Article number
22mm filter Boiler Protection Kit	0020278309
28mm filter Boiler Protection Kit	0020278310



When you register an install on Vaillant Advance, you'll get reminders of the next annual service date to help keep your customer relationships and build your business. This also ensures the customer guarantee remains valid.

"We know it's a tough market out there," says Steve Keeton, Vaillant's Technologies Director. "We firmly believe that Vaillant has the best technology, and offers the best deal to consumers and installers. We want to help our installers get that message out so they can make more sales. These extended guarantees are a great way of doing that and of also offering extra value to Vaillant customers. We're very excited to be able to offer them." //

Join Advance and start reaping the rewards for your business now at vaillant-advance.co.uk)))

Heat heroes

10

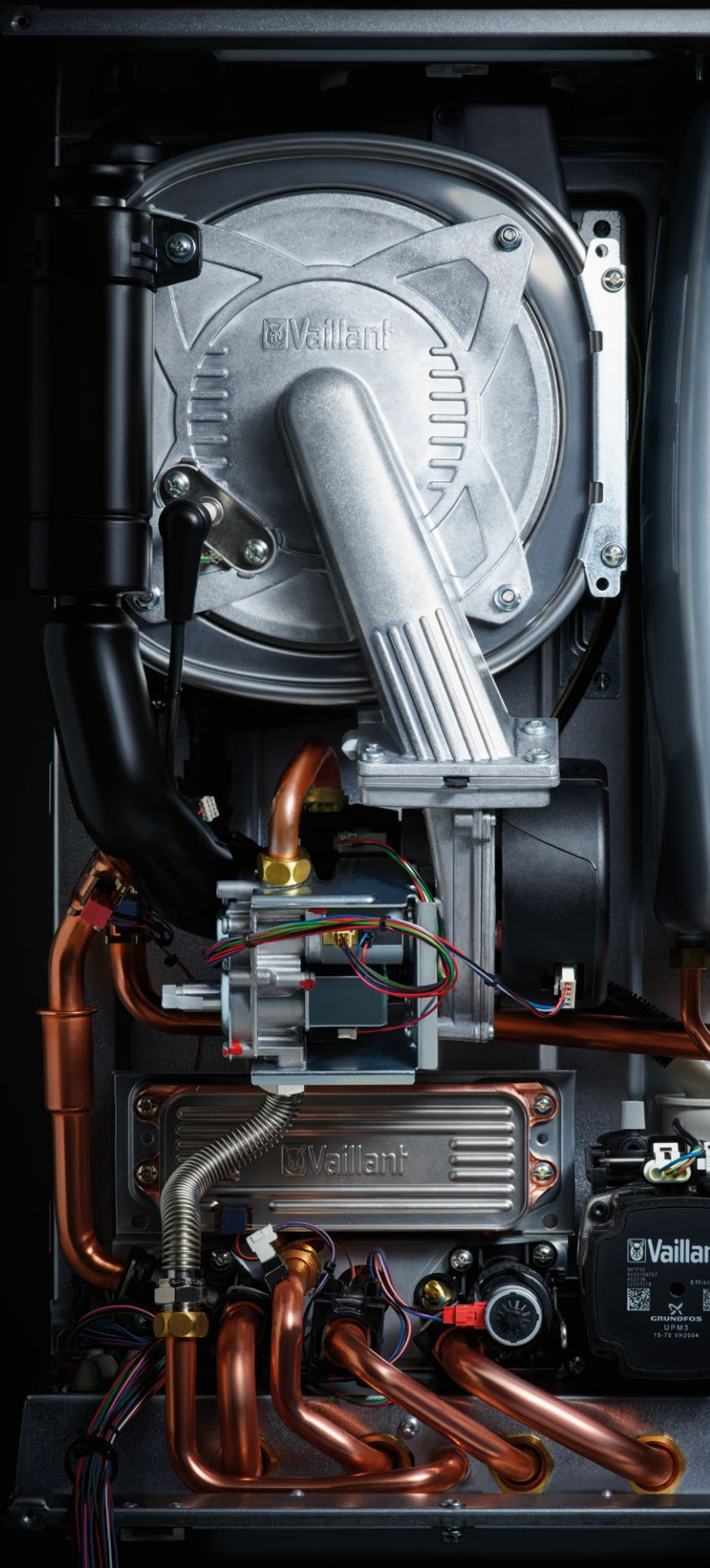
REASONS TO
RECOMMEND

The ecoTEC plus range

Tried, tested and loved. Vaillant's ecoTEC products come with fantastic engineering feedback from the market

The latest ecoTEC plus boiler range has been on the market for more than six years and with over one million products installed, this range of combi, system and open-vent boilers is loved by engineers.

The boiler is easy to install and engineers consistently tell us how easy it is to service and maintain, which is great for future business.



Here are 10 reasons to recommend ecoTEC plus to your customers:

1

Stainless-steel heat engine, delivering robust and reliable performance in domestic properties that has stood the test of time, even with water quality not at its best.

2

Top-quality components with brass diverter valves and metal tap filling loops as standard.

3

Wide range available to suit all properties including LPG models for 'off-grid' homes.

4

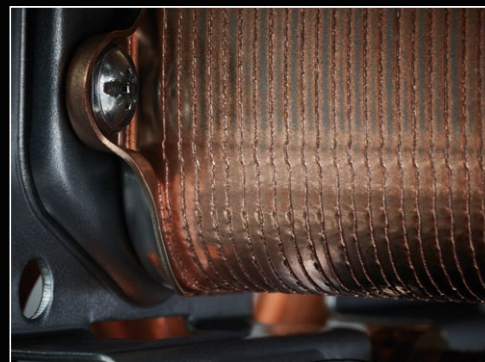
Extremely quiet operation proven by Quiet Mark accreditation - you wouldn't know it was there. Also uses very little electricity when not in use.

5

An automatic installation wizard will ensure the product is properly de-aerated while you complete the commissioning paperwork or have a well-earned cup of tea.

6

All combination boilers are supplied with built-in filling loops and large backlit text displays, making them perfectly suited for fitting in poorly-lit locations such as loft spaces.



7

Great flue lengths available (over 40m with the 80/125 flue system and system boilers).

8

Open-vent range available with aluminium heat exchanger and very compact dimensions, making them suitable for cupboards. The range also has rear flue and a dedicated LPG model.

9


Vaillant's ecoTEC combination boilers all have warm start as standard. In addition, the unique aquaCOMFORT system maintains the selected hot-water temperature to within one degree. There is also two-stage frost protection to guard your boiler when installed outside the main building or in cold spaces.

10

All these great features are backed by a 10-year guarantee when fitted with a Boiler Protection Kit and by Advance-registered installers. //

To find out more about the Vaillant ecoTEC plus range, check out vaillant.co.uk >>>

GO WITH THE FLOW



- Steve Court answers two common flow-related questions from installers. First, is there any point in balancing a central heating system? And second, is it really
- necessary to install an automatic bypass?



Steve Court
Training Development
Manager, Vaillant UK

Hydraulic balancing of domestic wet central heating systems has sadly been neglected over the last 15 years. It would have been an essential part of commissioning a domestic heating system back in the day of standard wheel head radiator valves. And as the work would normally have been carried out by the original installer of the system, it would have been a straightforward process.

But since the mandatory introduction of thermostatic radiator valves through the Building Regulations Part L (conservation of fuel and energy), this practice has died out.

A large proportion of boiler installations are simple boiler upgrades or replacements. And in some cases, the circulation quality of the hydraulic circuit is not in the thoughts of the installer. We get calls every month from consumers who say their newly installed boiler is noisy, it has heated and turned off, or it doesn't heat the radiators as well as their old boiler. So we send one of our engineers to check the appliance, only to find that the system hasn't been balanced. There's no special art to this - it may just take a little time to work out which radiators are closest to the boiler and which pipe is the flow and return to each radiator. Once this is established, it's quite easy to fix.

How to work out the heat path:

1. Open all wheel head and lockshield radiator valves.
2. With the system cold, fire the boiler through the controls demand and note down the order in which the radiators get hot, as well as noting which is the flow and return. Once this is done, you can look at balancing the system.
3. Starting with the radiator nearest the boiler, fully close the lockshield radiator valve, then open it by a quarter turn.
4. Move to the next radiator on your list and do the same, but turn the lockshield on by a half turn.
5. Continue through all the radiators in the same manner until they are all set, opening each by an increased margin.
6. Each radiator flow pipe can now be measured for its temperature using a suitable thermometer. Then check the return temperature - ideally you should aim for a 12°C differential. For example, if the flow was 65°C, then 53°C would be the ideal temperature for the return. This can be fine-tuned by opening or closing the lockshield valve. If adjusted, give it a few minutes to stabilise the temperatures before rechecking. Once this is done, the system will be hydraulically balanced and will be running efficiently.

The pressure is on

Automatic bypass valves are essential in new and existing systems. If you're fitting a Vaillant open-vent appliance, you need to fit an automatic bypass valve to the system as we do not have a factory-fitted one within that range of products. An automatic

bypass valve will, if necessary, maintain a minimum flow of water through the heat exchanger during a firing period, particularly important with thermostatic radiator valves closing throughout the system. If the water volume moving through the heat exchanger drops, the pressure in the system will increase. And at a determined point, the bypass valve will gradually open, allowing the flow water to short circuit through to the return. So the minimum flow is maintained through the heat exchanger.

If an automatic bypass valve is factory-fitted in a boiler (as with Vaillant system and combination boilers) it will start to open at a predetermined pressure to allow this short circuit through the appliance. On Vaillant domestic appliances, the opening pressure is factory set at 250 mbar.

Depending on the appliance and the heating system flow resistance, the new ErP pumps fitted on our domestic range of appliances will keep the correct volume of water flowing through the heat exchanger. In some circumstances, this will increase the head pressure within the appliance (the higher the pressure, the less water passes through the exchanger). This will eventually cause the bypass valve to open slightly and allow additional (flow) water to run through to the heat exchanger (increasing the flow volume). This means that the system temperature will take slightly longer to reach the target, but this has always been the case with internal auto bypass valves.

With some heating systems however, the problem may be worse than others. The resistance may be so high that the pump is working at maximum to keep the flow rate above the minimum flow requirement, and the bypass valve in the boiler or radiator valves on the system start to make a noise. Even if the bypass valve is adjusted to alleviate the noise, the system may then get cold spots due to the lack of flow through the system. In this case, you will need to fit an additional external bypass valve to accommodate the correct flow rate through the system, while maintaining the best conditions within the appliance to keep the flow rate through the heat exchanger at reasonable volume.

When installing a new appliance onto an existing system, don't assume that the system was running at peak flow performance. Rebalance the system first, and consider adding an external bypass valve to larger or unusual layout systems. It's better to have an external bypass valve fitted and not adjust it, than to not fit one and then find that the system needs it after all. **▲**

Come and join Steve and the team on a training day at a Vaillant centre near you. Visit vaillant.co.uk/for-installers **▶▶▶**

Connected and in control

The Vaillant VRT 350 heating control is ideal for the intelligent home. Here's the low-down...

Our most popular programmable room thermostat, the VRT 350 allows customers to choose their times and temperatures all from one wired or wireless 'plug-and-play' device.

With its familiar menu layout, you can make changes with ease. Enhanced load compensation requires no additional set up and automatically adjusts the boiler's output based on the room temperature difference.

Two versions of the VRT 350 are available:

350 = Wired version (0020124475)

350f = Wireless version (0020124482)

This control is fully compatible with all Vaillant domestic boilers and is the perfect choice for traditional S- and Y-plan systems. With multizone options for two heating circuits, the VRT 350 (wired) is the perfect load-compensating control solution.

And because it supports load compensation, the control also ensures that your installations are fully compliant with the new UK Boiler Plus regulations. These came into force on 6 April 2018. //

How to install the VRT 350f in six easy steps

Read on for our simple guide to fitting the VRT 350f (wireless version only) control on a Vaillant combination boiler

First let's look at what comes in the box:

- VRT 350f control unit
- Receiver unit
- Mounting bracket
- 4 x AA batteries
- 2 x screws and 2 x wall plugs
- Installation instructions and wizard guide (always read these before undertaking any work)
- Homeowner user guide



1

MOST IMPORTANTLY, BE SAFE!

We know you know this, but it has to be said. Our controls should only be fitted by a qualified engineer. Before you start the install, isolate the heating system by switching off the electricity at the fused spur.

2

MOUNT THE BASE PLATE FOR THE RECEIVER

Locate somewhere on the wall close to the boiler where the receiver can be mounted. Drill two holes where the screws will go and position the wall plugs. Secure the base plate to the wall with the screws.

FIT THE FLUE RIGHT

We understand that every job has its own unique challenges. Sometimes you need to fit boilers into tight spaces, often with a ventilation path that involves tight turns and awkward bends.

That's why Vaillant offers a wide range of flues and flue accessories. No matter the job, we have the parts and the expertise to help you do it right first time.

In a tight fix? These are the flue accessories for you

If you're installing a boiler with an awkward ventilation path, there are three Vaillant flue accessories that can help.

Vaillant 60/100 Sliding Sleeve (303215)

This is ideal for carrying out flue-run repairs or for joining flue segments together where space is at a premium.

Vaillant 1770mm Horizontal Flue Terminal (0020219519)

This flue kit can be installed almost two metres from the outside wall without any joins, giving you more options when choosing where to put the boiler.

Telescopic Flue Extension (303906)

When you need to extend your flue by just a short distance, using an entire extension piece can be a waste. With this 440mm x 690mm telescopic flue extension, that's no longer an issue.

For more on the full range of Vaillant flue systems, visit the spares page on our website at vaillant.co.uk/for-installers/services-and-support/services/spares-hub

Talk to your local Area Sales Manager or local merchant counter staff today)))



3

FIT THE RECEIVER TO THE BASE PLATE

Connect the eBUS line to the terminal block in the base plate. Gently press the receiver into the base plate until you hear a click.



4

CONNECT THE RECEIVER TO THE BOILER

Make sure the heating system is isolated. Join the other end of the eBUS line to the eBUS terminal block in the boiler's electronics box (not polarity sensitive).

5

START THE BOILER

Fire the boiler and remove the plastic tab from the 350f's battery compartment. The installation assistant on the controller will run automatically and then the following settings can be applied:

Setting	Value
Language	Your choice
RF connection	Not adjustable
Control strategy	Analogue
Distance adjustment	0
Cylinder	Inactive

6

CONFIGURE THE SYSTEM

Set the system according to your customer's needs; times, temperature programmes, etc.

A DAY IN THE LIFE

Whatever your problem, there's always a solution - and one man knows the right tool for the job, whether that's a product, service or knowledge. That man is Pravin Pindoria, Area Sales Manager for Vaillant



Need help? Meet Pravin, who is just one of a 40-plus-strong sales team. During his 12 years at Vaillant, he's helped housing associations, independent merchants and contractors large and small. But like a lot of our teams here at Vaillant, his priority is simple: helping you, our installer customers.

"Our main objective is making sure installers are comfortable with their Area Sales Manager. Second is answering their questions. Maybe they have an issue with a boiler, maybe they need advice about a system. Whatever the issue is, we'll do everything we can to help fix it." And if he can't? He'll find someone who can - with the right advice, training or technical support.

Pravin works day and night to ensure that all of his installers, merchants and suppliers have everything they need to get the job done.

He's up bright and early, updating contracts, booking training courses, taking care of admin, then in the afternoon he visits merchants to meet installers. But in the evening, when many of us are at home with the telly on, Pravin's out and about with his installers and merchants, hosting events, debuting new information about our products and sharing industry legislation (sometimes over curry and a pint).

Problem solved

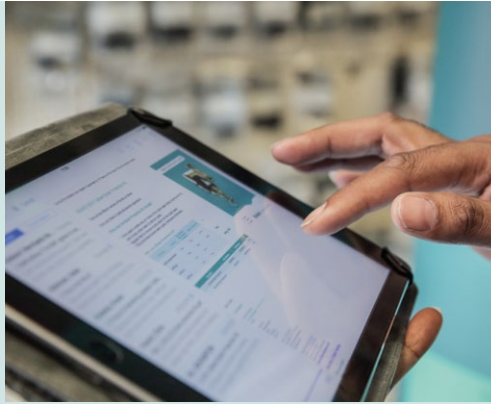
His latest get-together? A trade event at Graham The Plumbers' Merchant offering free advice and support (and pizza). Events like these give Area Sales Managers an opportunity to spend quality time with their installers.

But for Pravin, they also remind him why he's working for Vaillant. "We're not just installers,



Sales and support

...at opens more doors



merchants and sales managers; we're people. I'm taking three installers to our manufacturing plant in Derbyshire next week where I'll give them a tour. They'll come away understanding why our products are so brilliant; they're handcrafted, well looked after, well transported. Then, when they sell the same products, they can say 'I've seen it being made. It goes through over 500 rigorous quality checks to ensure the Vaillant seal of quality - here's why it's right for you.'

Hot topics

A large part of Pravin's job is answering your questions, the most common being about which products are best. "Fortunately, we have a lot of options. If an installer needs something small, I'll tell them about the compact ecoFIT. If they're installing a brand-new system, I'll mention the premium ecoTEC plus range, with 10-year guarantee. If their customer wants something more sophisticated, I'll recommend a weather-compensating model or smartphone control."

"But if they're not one of our customers, I'll do my best to make them one. It's as simple as saying, 'We invented the combi boiler. We're innovators and we've been at the forefront of technology since day one. We're always moving forward.'"

Pravin's job boils down to one simple thing: "providing the right information, to the right person, for the right job." But in some cases, the "right information" isn't about products; it's about new legislation such as Boiler Plus. Sometimes he gets the word out through events, at others it's by answering questions over the phone. //

Download the Vaillant Advance app to identify your local Area Sales Manager and get in touch with them today >>>

HERE TO HELP

Whether you need information about legislation, products or services; help with training or even just a chinwag, take Pravin's advice: talk to your local Area Sales Manager. It's their job to make sure you have all the support you need. And sometimes free pizza is included!

Photography: Laurie Fletcher

In the know

BUSINESS CLINIC

A no-nonsense guide to help boost your business, covering apps, events and everything in between

Essential Kit

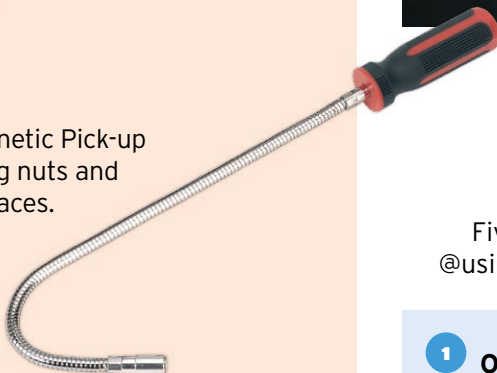


Tile Mate

Never lose your keys again with the Tile Mate tracker. Just hook them together and the companion Tile app will take care of the rest, guiding you to their last known location.

Sealey Flexible Magnetic Pick-up Tool

The Sealey Flexible Magnetic Pick-up Tool is great for grabbing nuts and bolts in hard-to-reach places. And thanks to its 1kg carrying capacity, it's not only flexible, but strong too. Handy.



FOBO Tire Plus

This clever little doodad checks your real-time tyre pressure (and temperature) 24 hours a day, seven days a week, then sends the data, along with any alerts, to the in-car unit and your phone via Bluetooth.



Twitter tips

Five sure-fire ways to get better @using Twitter to grow your business

1 Optimise your bio

Make a good first impression; write a concise bio that features contact details and links to your business page. Keep it short and sweet.

2 Utilise imagery

Tweets with images and/or videos drive four times as many clicks as those without, so use visuals to really make your post pop.



PHEX

Find out what's hot, and not, at one of the UK's top trade events for heating and plumbing professionals, taking place in Manchester on 3-4 October, and London on 14-15 November. Don't miss brand-new products, show-only deals, seminars, competitions and much more! We'll be there too, so keep an eye on our social media for more news on PHEX.

3 Use 'Advanced Search'

A trick to find new customers: open up Advanced Search, enter your address, along with a few keywords (boiler, broken, etc.) and Twitter will bring up the most relevant tweets in your area. Job done.

4 Post regularly

Tweet at least once a day to keep your followers engaged, but remember: quality trumps quantity. Try to balance something useful with something fun.

5 Turn tweeting into cold hard cash

Tweet something positive about @Vaillant and you'll receive credits through our Advance Scheme. The post could be about anything - a successful installation or a satisfied customer, for example.

THE 'APPY INSTALLER

Must-have apps that'll make your life a little easier. 'Appy days, guaranteed.



AppyParking

No parking? No problem. AppyParking can find available spaces in your area. Plus, it'll locate the cheapest spaces - and the cheapest petrol stations. Bish, bash, bosh, extra dosh.



Bubble Level

This clever little app indicates whether a surface is horizontal or vertical. Accurate, easy and incredibly useful, it's the perfect backup for your spirit level.



Vaillant Advance

Looking for advice? Sourcing a part? Then Vaillant Advance is here to help. Register your installations, Gas Safe and Benchmark all in one place, plus get cash back and credits to spend on workwear and merchandise - with just a few taps.



The 'Perfect 10' Boiler Protection Kit.

Not only will fitting our Boiler Protection kit with our ecoTEC exclusive with Green iQ and the ecoTEC plus give your customers a 10-year guarantee*, there are 10 more reasons why it's worth your while:

1

Easy to install

2

Robust with brass construction

3

Fits in tight spaces

4

Rapid particulate removal

5

Holds high volumes of magnetic and non-magnetic particulates

6

Excellent flow, with virtually no pressure drop

7

Unique intelligent magnetic field-boosting technology

8

Quick and easy to maintain

9

Two connection sizes to cover all domestic boilers

10

Complete peace of mind for your customers

