

Press release

myVAILLANT Pro: online diagnosis ensures even more reliable heating systems

- **Preventative maintenance and early failure diagnosis reduce system downtimes by 30 per cent**
- **Preview function ensures reliable operation of the heating system**
- **Remote diagnosis enables installers to conduct optimum planning of servicing**

Remscheid, 23 March 2021 – The new myVAILLANT Pro service program provides reliable assessments of the condition, repair requirements and any upcoming maintenance of heating systems, delivering even better system reliability and reducing the need for servicing. If, for example, the water level is likely to drop, the system automatically contacts the installer via a smartphone app or website before a fault occurs. The installer therefore knows in advance what kind of situation to expect on the customer's premises and which spare parts may be required. This saves time and money, both for the installer and for the system owner. Moreover, a reliable heating system and efficient servicing lead to increased customer satisfaction. In an initial test, the program reduced the downtimes of the relevant heating systems by 30 per cent.

Recognising issues before they occur

Throughout the operation of a heating system, its operating data are continually recorded digitally, so that the installer always knows its exact condition.

A preview function allows the installer to anticipate issues before they occur. For example, the app provides a seven-day preview of the pressure within the heating system. Should the pressure drop, it can be remedied in good time.

If there is a fault in the system, the installer is notified immediately by the myVAILLANT Pro application. The application automatically translates the error code into a detailed

description of the issue, so that the installer will understand exactly what the problem is. The installer can then contact the owner and prevent costly emergency operations.

Simple to set up and easy to use

“Predictive maintenance means anticipatory system diagnosis and maintenance, enabling installers to accelerate servicing and to ensure reliable system performance,” says Sebastian Albert, Head of Product and Service Management at Vaillant Germany. “It improves the service life of the system and reduces maintenance costs.”

In developing the service, the focus was on a simple structure and intuitive use. One look at the app or Web platform is enough to understand the functions and operation, even without instructions. The myVAILLANT Pro app can be downloaded for free from the Google and Apple app stores.

To manage a heating system with myVAILLANT Pro, the serial number of the heating system must be entered into the application and then confirmed by the owner. The system is then enabled for remote diagnosis straightaway.

Want to know more? Take a look at our online ISH digital 2021 feature aimed specifically at journalists at www.vaillant-group.com, where you can find extensive multimedia press materials.

About Vaillant

Vaillant offers its customers worldwide eco-friendly, energy-saving heating and ventilation systems that make increasing use of renewable energies. Its product portfolio encompasses solar-thermal and photovoltaic systems, heat pumps, ventilation systems for low-energy buildings, split air-conditioning units, high-efficiency heating systems using fossil fuels, and intelligent controls.

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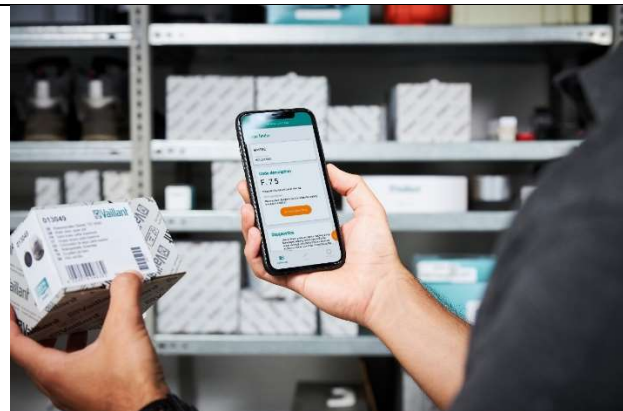
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For your Twitter channel

@Vaillant_de presented the new myVAILLANT Pro at #ISHdigital2021. #Remote_maintenance and #remote_diagnosis ensure the reliability of the #heating_system. #Vaillant #Connectivity #smart_home #IoT

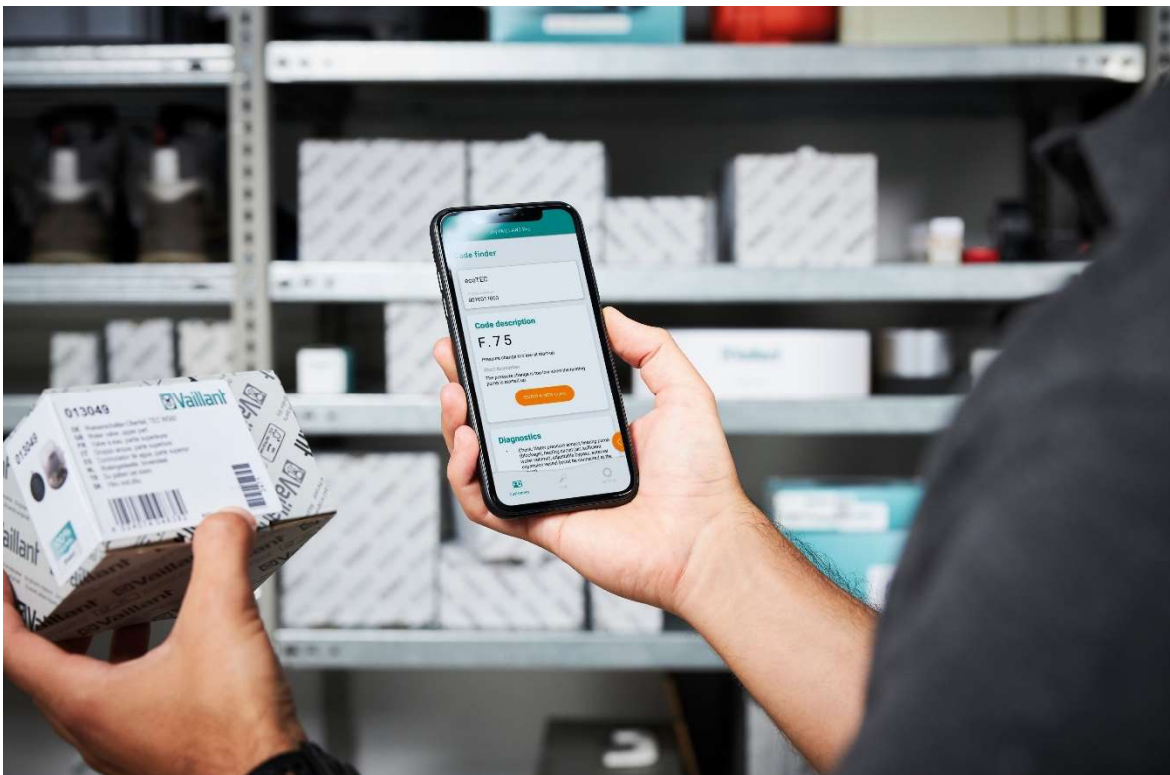


For your Facebook channel

Vaillant presented the new myVAILLANT Pro at ISH digital 2021. Remote maintenance and remote diagnosis ensure the reliable functioning of a heating system and reduce unnecessary servicing.

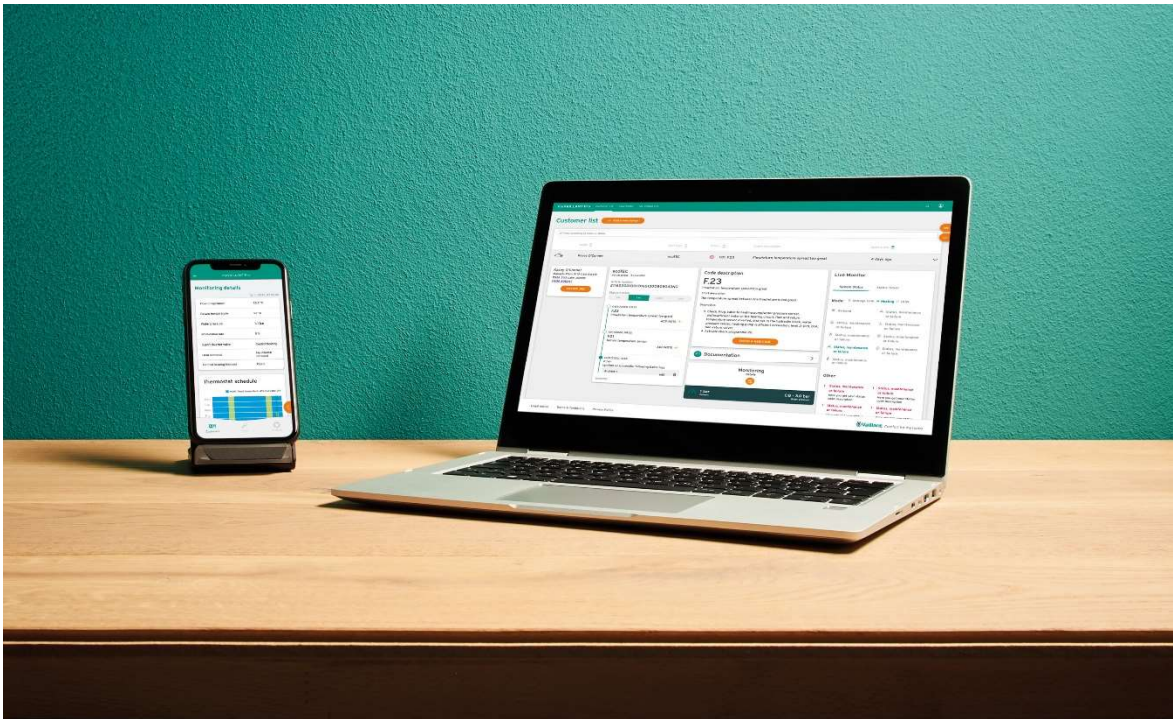


Press photos



Caption: Vaillant presented the new myVAillant Pro at ISH 2021, providing installers with a simple tool for the remote maintenance and diagnosis of heating systems.

Image: Vaillant



Caption: Remote maintenance and remote diagnosis ensure the reliable functioning of a heating system and reduce unnecessary servicing. The new myVAILLANT Pro is now available to installers.

Image: Vaillant