

## Press release

### **Digital toolbox for skilled tradesmen provides an overview**

- **Digital toolbox simplifies day-to-day work**
- **Fast track to the replacement part with ersatzteilCHECK app**
- **HeizungOnline with new model including Vaillant Project App**

**Frankfurt am Main / Remscheid, 14 March 2017** – At the ISH 2017, Vaillant is introducing a new user interface in the form of the digital toolbox, with which skilled tradesmen can organise their digital working lives. The morning smartphone check shows which potential customers have to be spoken to or where a quotation has to be prepared. But casting a glance at the status of the web-enabled heating systems they are responsible for maintaining can be just as instructive. The digital toolbox provides skilled tradesmen with an overview of their everyday working lives. “Some work with HeizungOnline every day, while others prefer werbungAKTIV or planNET,” says Nicole Dunker, Head of Marketing and Communication at Vaillant Germany. “With our digital toolbox, every skilled tradesman can create an interface of their own according to their personal needs.” The digital toolbox can be found in Vaillant’s FachpartnerNET. All of the digital services rendered by Vaillant are gradually being integrated into the new toolbox.

#### **Further development of the ersatzteilCHECK app**

Vaillant’s ersatzteilCHECK app provides quick mobile access to all data concerning replacement parts. The app also offers a lot of other functions, such as a replacement parts scan, offline usage, and an update and shopping list function. The ersatzteilCHECK app is enhanced continuously and now also offers maintenance recommendations for many newer products.

#### **Simple readout of heating installations with serviceDIALOG**

Another service tool created by Vaillant is serviceDIALOG. As with cars in the repair shop, skilled tradesmen can read out and analyse heating appliances on site. An adapter and PC

software are required for this purpose. Any errors that occur can then be traced quickly. System parameters are depicted graphically in real time. That saves time and reduces costs. “serviceDIALOG makes our day-to-day work more comfortable, more efficient and more professional,” declares Dunker. serviceDIALOG can be used for all devices that are equipped with eBUS.

### **HeizungOnline adds further functions**

The portal HeizungOnline sends system recommendations as well as suggestions for skilled tradesmen from the respective region to the interested customer, who can choose from the recommendations. Based on this selection, the customer promptly receives a system recommendation and a non-binding price indication that includes the likely installation costs. Any further details concerning the new heating installation are clarified by the end customer together with the skilled tradesman of his choice. All quotations and invoices are created in the name of the relevant skilled tradesman.

### **New Vaillant Project App**

The new Vaillant Project App enables the immediate further processing of enquiries from HeizungOnline. The first quotation can be adjusted and updated in the on-site conversation with the customer. If the end customer so desires, he can confirm the quotation directly on the tablet. Alternatively, the quotation can be accepted by way of a confirmation link via e-mail. In the Vaillant Project App, further projects – such as those from existing customers – can also be created. As a result they are likewise digitally available and make a quick on-site quote possible.

### **Heating configurator for skilled tradesmen’s websites**

As from this autumn, skilled tradesmen will be able to integrate a heating configurator into their own websites. End customers can then use the functions of the system configurator HeizungOnline on the respective skilled tradesman’s website. “With this model, the skilled tradesmen themselves deal with the digital marketing and assess the enquiries,” adds Dunker.

## 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, pellet boilers, ventilation systems for low-energy buildings, combined heat and power stations, high-efficiency heating systems using fossil fuels, and intelligent controls.

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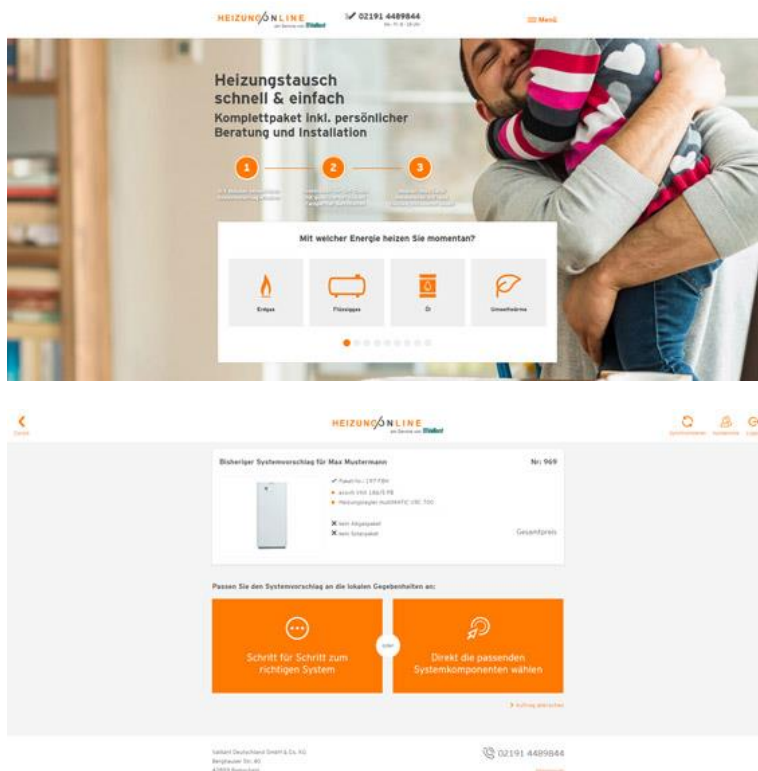
Caption:

All the messages at a glance: the digital toolbox helps skilled tradesmen to keep their digital day-to-day work under control.

Image: Vaillant



With the ersatzteilCHECK app, Vaillant offers quick mobile access to all relevant replacement parts data.



Once the pilot phase is over, Vaillant is going to offer its HeizungOnline service all over Germany.

Image: Vaillant