

Press release

Now available: ISA makes service visits more efficient

- **After an extensive pilot phase ISA now available**
- **Servicing of heating systems can now be planned better and done faster**
- **Develops digital expertise in the skilled trades**

Remscheid, 10 March 2020 – Vaillant presents its InteractiveServiceAssistant (ISA) to its trade partners, which is now available after a comprehensive pilot phase. Like a navigation system, this app guides you through installation, commissioning, maintenance and repair. Thanks to particularly clear action recommendations, ISA helps Vaillant's trade partners to do service work more efficiently. ISA also allows to make use of employees with limited practical experience. With its new app, Vaillant helps its trade partners to extend their digital skills and to offer end customers an even better service.

Step by step to the goal with ISA

Vaillant's trade partners only need to scan the serial number of the Vaillant unit concerned or to manually enter its name, the error code or maintenance request. ISA then identifies the unit and gives precise instructions for the work required - step by step, using pictures, videos and detailed explanations. In contrast to alternative offerings on the market, ISA does not provide static error code information, but offers clear recommendations for action tailored to the specific problem. "It is a bit as if someone from customer service is standing in the boiler room, looking over your shoulder and giving you tips," said Sebastian Albert, Head of Product and Service Management at Vaillant Germany. Only a tablet or smartphone is needed. Alternatively, ISA can be used with data glasses that display the information necessary for the service work.

High learning effect, better planning

ISA also helps the sanitation, heating and air-conditioning trade to meet the shortage of skilled workers in the sector. Thanks to the clear instructions, with ISA even less experienced employees can easily and safely work on Vaillant equipment and learn with

every job. In addition, the app can often be used to call up information on the tools and spare parts required even before the service call. ISA also ensures a high level of transparency for the end customer. The app logs all of the steps taken during the work so that they can be saved and viewed as required.

ISA is available via Vaillant's FachpartnerNET for an annual licence of 99 euros. The purchase price covers lifetime updates and upgrades, which can be downloaded from the usual app stores. ISA currently includes the heat pump series flexoTHERM, flexoCOMPACT and aroTHERM plus, the gas-fired condensing boiler series ecoTEC and ecoCOMPACT as well as the non-condensing gas-fired atmoTEC and turboTEC boiler series. Vaillant is continuously adding further product series to the range.

Further information is available from Vaillant Germany, Berghauser Straße 40, 42859 Remscheid, Vaillant infoline: +49 2191 5767920, email: info@vaillant.de, web: www.vaillant.de.

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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Caption:

Like a navigation system, this app guides Vaillant's trade partners through installation, commissioning, maintenance or repair.

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