



 Vaillant

aroTHERM plus

THE GAME CHANGER THE WORLD NEEDS.

 Up to
75°C
flow temperature

 Up to
5.03
SCOP

Sound power
as low as
 **54**
dB(A)

Low GWP of
 **3**

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Chapter 1
Introduction

Welcome



With the UK Government's plan to achieve net zero by 2050, now is a great time to consider how you could diversify your business into offering renewable heating solutions. But you may be wondering where to start...

From product overviews, training, regulations and servicing, we've created this document as your one-stop shop for everything you need to know about heat pumps.

About Vaillant

Vaillant UK are proud to be a part of the world wide heating and hot water corporation Vaillant Group, a family-owned business that was founded by Johann Vaillant in his workshop in Remscheid, Germany in 1874.

In 1894, Johann patented a new closed-system gas-fired bathroom boiler. Johann's technical innovations continued and in 1924, he launched the world's first central heating boiler. Since these revolutionary inventions, the Vaillant brand has become synonymous with innovative heating solutions and continues to drive the evolution of heating technologies to this day.

The Vaillant Group is still family owned, and the family's consideration for safeguarding the environment for future generations runs through everything that Vaillant does. Vaillant is passionate about developing technologies that use the quality and efficiency of German engineering, to create heating solutions that reduce carbon emissions and energy use to help to reduce our impact on the planet.

As the premium brand for sustainable and responsible heating and hot water solutions, it is Vaillant's mission to create a better climate, inside each home and the world around it.





Chapter 2
Vaillant range overview

Air-source heat pump range

Air source heat pumps are suitable for a wide range of properties and requirements, and are a popular choice for homeowners. With a choice of outputs to choose from, Vaillant air source heat pumps are suitable for both domestic and commercial projects.

Learn more about
our range of air
source heat pumps

[Click here to
find out more](#)





Click on the image to find out more about our
award-winning aroTHERM plus heat pump



aroTHERM plus

Vaillant's aroTHERM plus air-to-water heat pump uses the natural refrigerant, R290 to achieve higher flow temperatures of up to 75°C. Suitable for all applications this air source heat pump operates down to -25°C.

Key features and benefits

- SCOP of up to 5.03
- Available in 230v
- Sound power as low as 54 dB(A)
- Suitable for retro-fit and new build properties
- Low global warming potential (GWP) of 3
- Salt resistant construction
- Up to 25% more useable hot water



Learn more about the aroTHERM plus. Watch our installer testimonials

Learn more about the aroTHERM plus [here](#)



aroTHERM split

aroTHERM Split offers the ultimate heating and hot water comfort for all types of buildings and heating systems. The range of outputs available means there is a solution to suit most UK homes. Designed for quick and flexible installation, the aroTHERM Split is delivered pre-filled with refrigerant, with enough to support an installation 15 metres away from the building.*

Key features and benefits

- In-house design, development, testing and production
- Easy installation
- Sound safe system - Exceptionally quiet operation allows for flexible siting options
- A++ ErP rated
- Modulating performance - Automatically adjusts power to maintain comfort and optimise efficiency

Learn more about
the aroTHERM split

[Click here to
find out more](#)



 **Vaillant**

*Please note, F-Gas required for final connections from indoor to outdoor unit

aroTHERM hybrid

The aroTHERM hybrid heat pump is catered for properties that have heat losses outside the scope of a single heat pump and/or have a relatively new heating system which can be costly to run.

Key features and benefits

- Compact size for easy siting
- Quiet operation - Sound power as low as 58dB(A)
- Unique triVAI® intelligent control system feature controlled via the VRC 700 / VRC 700f and compatible with sensoCOMFORT
- Suitable for larger domestic and commercial properties
- Solid case design with in-built anti-vandalism measure
- Compatible with 3rd party boiler



Learn more about the
aroTHERM hybrid air
source heat pump

[Click here to
find out more](#)

 **Vaillant**

aroSTOR

Incredibly efficient and sustainable, aroSTOR uses thermal energy to heat hot water collected via an external air duct, or it can recycle hot air from within the room where it's installed. The only other energy needed is the electricity to run the appliance.

Key features and benefits

- Available in 200 and 270 litre models
- Both models available in 230V
- Flexible siting options
- Highly energy efficient and reliable - Gives high COP of >3.19 and best possible ErP label of A+
- High quality material and components
- Extremely quiet operation
- Hot water on demand

Learn more about
the aroSTOR

[Click here to
find out more](#)



 **Vaillant**

Ground-source heat pump range

Vaillant's ground source heat pumps are compatible with borehole systems and ground arrays. Available in 230V and 400V options, with a choice of outputs to choose from, Vaillant heat pumps can cater for small and large domestic properties, in addition to commercial projects.

Learn more about
our ground source
heat pump range

[Click here to
find out more](#)



flexoTHERM

Vaillant's flexoTHERM can be connected to either a ground collector or borehole system to provide efficient generation of heating and hot water.

Key Features and Benefits

- Available in 230V and 400V
- More power, more efficiency - Integrated EVI super compressor, injects additional refrigerant into the compression cycle
- Exceptionally quiet - With noise levels as low as a modern refrigerator - 42dB(A)
- Green iQ technology aids in future-proofing the product and ensures optimum efficiency, performance and sustainability

Learn more about
flexoTHERM here

[Click here to
find out more](#)



geoTHERM mini

geoTHERM mini is the UK's first wall-hung ground source heat pump, specifically designed to address the challenges that developers, landlords and housing associations face when considering renewable technology. This compact heat pump is suitable for social, new build housing and low energy homes (Passive Haus), providing a highly efficient decentralised heating and hot water system solution.

Key Features and Benefits

- Great for retrofit projects that are looking to move towards more sustainable technologies
- Designed to replace existing heating systems that rely on fossil fuels
- Significantly reduces the carbon footprint of each building
- Provides both heating and domestic hot water
- Ideal for multi-occupancy and multi-story buildings
- Uses sustainable renewable energy from either ground or water sources.

Learn more about
flexoTHERM here

[Click here to
find out more](#)



Water-source heat pump range

Water source heat pumps are suitable for properties that have an accessible water source on site, such as a river or a lake. Vaillant water source heat pumps are highly efficient, quiet and ideal for projects that are aesthetically sensitive both during and after installation.

Learn more about
our water source
heat pump

[Click here to
find out more](#)



fluoCOLLECT & flexoTHERM

Vaillant's fluoCOLLECT water-to-water stainless steel heat exchanger connects to a flexoTHERM heat pump to offer an alternative to ground source.

Key Features and benefits

- Available in 230V and 400V
- Integrated EVI super compressor
- Exceptionally quiet - With noise levels as low as a modern refrigerator - 42dB(A)
- Green iQ technology aids in future-proofing the product and ensures optimum efficiency performance and sustainability
- Minimal visual impact both during and after installation



Learn more about
fluoCOLLECT &
flexoTHERM

[Click here to
find out more](#)



Heat pump accessories

To compliment a renewable heating system, Vaillant has an extensive range of accessories including controls, cylinders, buffer tanks and more. Everything you need to design and install the perfect renewables system for your customers.

View Vaillant's heat pump accessory range:

- [Renewable heating controls](#)
- [Cylinders for heat pumps](#)
- [Heat exchanger module](#)
- [Inline back-up heater](#)
- [Decoupler \(Buffer\) module](#)
- [aroCOLLECT](#)
- [fluoCOLLECT](#)



sensoCOMFORT

The sensoCOMFORT control has been designed to be simple to install and use, and operates with Vaillant's eBUS protocol. This ensures all components of the system can easily communicate with each other to provide optimum system performance and is perfect for hybrid or renewable installations.

Key features and benefits

- eBUS connection ensures peak performance
- Intuitive interface for ease of use
- Compatible with the sensoAPP, to manage heating and hot water requirements on the go
- Weather compensating to ensure optimum efficiency
- Simple to install



Learn more about the
sensoCOMFORT

[Click here to
find out more](#)



ambiSENSE TRV

Vaillant's ambiSENSE smart thermostatic radiator valve allows homeowners to individually control the temperature of each room in their home from a tablet or smartphone.

Key features and benefits

- Clear digital display
- Control heating on the go with the VRC 700 app
- Create up to 20 zones - Each controller can work with up to 20 valves
- Detects open windows - saving your customers energy
- Easy to install
- Automatically compensates for the weather outside using weather data via the VRC 700



Learn more about the
ambiSENSE TRV

[Click here to
find out more](#)





Chapter 3
Getting started

Training with Vaillant

At Vaillant, we pride ourselves on being at the forefront of technology and sharing our expertise, offering a wide range of training courses to help support our installers and their businesses, whether you are looking for online, practical, or accredited courses, we can help find the right courses and blended training journeys for you.

Why not join one of our in-person renewables training courses at one of our Centres of Excellence:

- Belper
- Farnborough
- Kings Hill
- Bristol
- Elland
- Sunderland
- Glasgow

Learn more about the training opportunities & Centres of Excellence

[Click here to find out more](#)

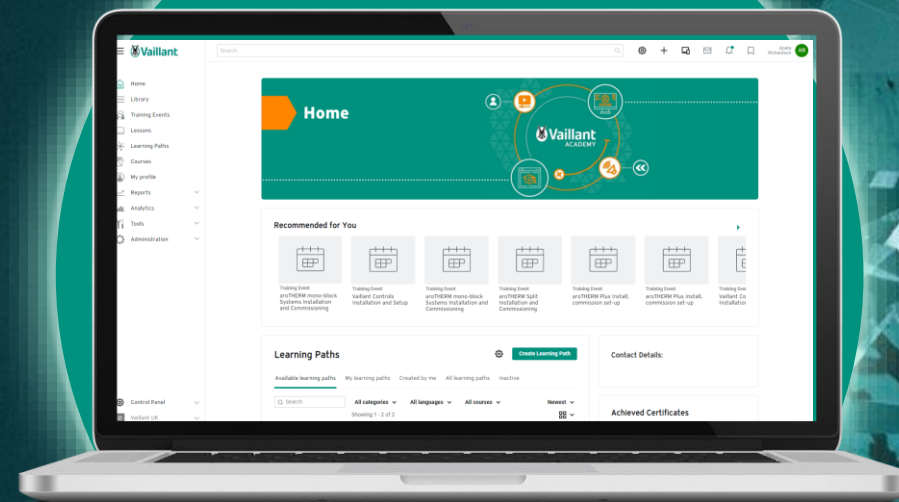


Training with the Vaillant Academy

The Vaillant Academy is our new e-learning platform, designed to help you gain access to online training courses, available training dates in our Centres of Excellence, and useful technical content on-demand, 24/7.

To support you on your heat pump journey, we have a whole host of heat pump technology courses that you can sign up to via the Vaillant Academy.

Simply login to your Advance account, or sign up for free today to access our training courses www.vaillant-advance.co.uk



Click on the images to watch our training testimonials



View our recommended heat pump training journey [here](#)



How to purchase Vaillant products

Vaillant's range of renewable products, ancillaries and accessories are available through our merchant partners. The process is the same for renewables as it is for gas, but due to the higher costs of renewables - you may need to have larger credit account with your merchant. We recommend you plan ahead and place orders with your merchant who will then ensure they can fulfil your order. The national merchants hold stock in their distribution centre due the size of the units, they then order the product to the branch when they receive an order. It's unlikely you will be able to get stock same day.

National Merchant's

- Wolseley
- PTS
- CPS
- UKPS
- William Wilson
- Go Geothermal
- MKM
- Travis Perkins
- Secon



Quotes and specification

In the System Sales & Design Team, we offer a specification service to all of our partners to provide indicative heat loss calculations, which can be submitted to us via [Heat pump system survey \(smartsheet.com\)](https://smartsheet.com).

Please be aware that this is not a full MIS3005 heat loss design and should be independently checked by yourselves before installation. We aim to have this back to you with 5 days and can offer technical support to you as installers throughout this process.

As well as technical support, we can give guidance on the best system application for your project and provide any manuals or documents you will need for your installation. We can be contacted at systemdesignuk@vaillant.com

Phone 0330 1231767

Phone Line Opening Hours

Mon - Thurs: 9am-4.30pm

Friday: 9am-3pm



Quote and specification request process

STEP
1

Gather all your project information

STEP
2

Complete the online Vaillant Heat Pump System Survey Form

STEP
3

You will receive a quote and specification via email



Quote & Specification Includes:

Quotation, Specification and Schematic (if available)- this is estimated sizing based on a whole house calculation. It is the installers responsibility to complete a full MIS3005 room by room heat loss calculation before ordering.



SLA
5 working days

STEP
4

Review & Feedback

Our regional business managers and technical design engineers are on hand to support

STEP
5

If not already, ensure you have completed a full MIS3005 room by room heat loss calculation to confirm specification

STEP
6

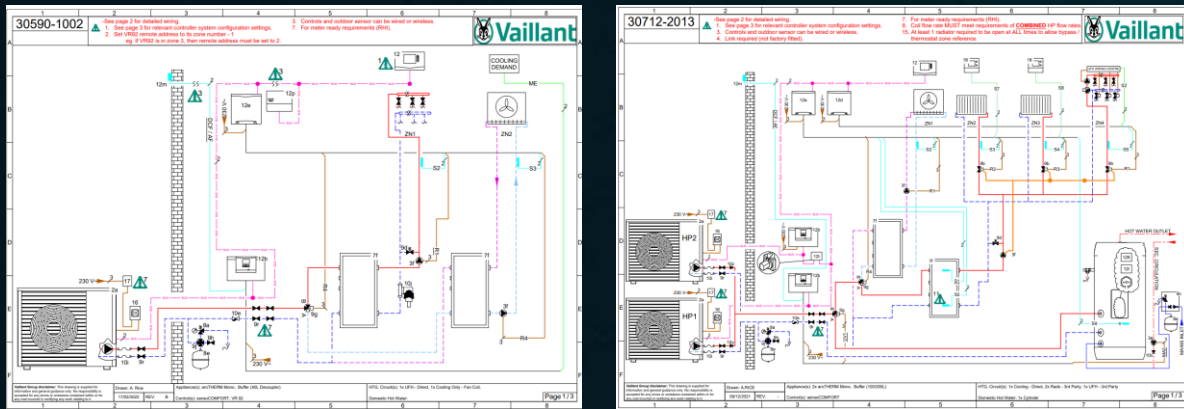
Order

See your preferred merchant for terms, ordering and lead times

Schematics

We have a bank of the most popular schematics available here: [Vaillant Schematic](#)

If a particular schematic isn't available for your project, you are able to request a bespoke schematic to assist with the installation. Return time upon request for the schematic is normally 2-4 weeks.



Click on the images above to access the schematic request form





Chapter 4

Regulations and requirements

Heat pump regulations

Heat pumps are a here-and-now solution and are already a proven technology for decarbonising home heating. Under the leadership of Boris Johnson, the announcement of 'The Point Plan for a Green Industrial Revolution' outlined the ambition to accelerate our path to net zero and included the target of 600,000 heat pumps to be installed per year by 2028. The commitment demonstrates that the UK Government is heavily promoting heat pumps as the technology of choice.

The heat pump sector is scaling up in the UK, with manufacturers, installers and the consumer at the forefront of this technology shift, this continued pace is vital to achieving our net zero ambitions.

Heat pump regulations

As it stands today we have both regulation and policy ambition to accelerate the deployment of heat pumps;

Wales

Net zero ambition: 2050

Regulation: The low carbon heating requirement of the Part L 2025 Standard will see the ban of fossil fuel boilers in all new build homes, in Wales heat pumps are one of the permitted home heating solutions for new build homes

Policy: UK has the ambition to have over 13 million low carbon homes including 7-11 million heat pumps by 2035

Home owner funding: [Boiler Upgrade Scheme](#)

Scotland

Net zero ambition: 2045

Regulation: The New Build Heat Standard prohibits the install of fossil fuel appliances from April 2024, heat pumps are one of the permitted home heating solutions for new build homes

Policy: Scottish Government's Heat in Buildings Strategy sets out a vision for more than 1 million homes and buildings to be running on zero direct emissions heating systems by 2030. Additionally, Scottish Government is targeting a peak of 250,000 renewable heat installations a year in the 2030s, of which the majority will be heat pumps

Home owner funding: [Home Energy Scotland Loan](#)

England

Net zero ambition: 2050

Regulation: The Future Homes Standard prohibits the install of fossil fuel appliances from 2025, heat pumps are one of the permitted home heating solutions for new build homes

Policy: The UK has the ambition to have over 13 million low carbon homes including 7-11 million heat pumps by 2035

Home owner funding: [Boiler Upgrade Scheme](#)

Planning permissions

In most cases planning permission will not be required if the installation complies with permitted development. The criteria for permitted development varies between England, Scotland and Wales.

Typical requirements are...

- No more than one air source is installed
- Volume of the outdoor unit is less than 0.6 m³ in England, 1 m³ in Wales, there is no limit in Scotland but it must not be taller than 3 m
- The installation must meet the noise requirements of MCS 020
- The heat pump must at least a 1m from the boundary or nearest house in England and Scotland. In Wales it must be 3m

Our 10kW & 12kW aroTHERM plus models require planning permission currently.

Certain conditions may require planning permission such the property being a listed building or within a conservation area. Under all circumstances the requirement for planning permission should be check at the relevant country planning portal.

<https://www.planningportal.co.uk/permission/common-projects/heat-pumps/planning-permission-air-source-heat-pump>

<https://www.gov.scot/publications/guidance-householder-permitted-development-rights-9781780456836/pages/8/>

<https://gov.wales/planning-permission-heat-pumps>

Microgeneration Certification Scheme (MCS)

MCS stands for the Microgeneration Certification Scheme and is a standards organisation.

They create and maintain standards that allows for the certification of products, installers and their installations. Associated with these standards is the certification scheme, run on behalf of MCS by Certification Bodies who hold UKAS accreditation to ISO 17065.

MCS certifies low-carbon products and installations used to produce electricity and heat from renewable sources.

Membership of MCS demonstrates adherence to these recognised industry standards; highlighting quality, competency and compliance.



MCS Accreditation

To gain an MCS accreditation, you will need to:

- Have an installation assessed against the MCS 001 Standard, to ensure the system is installed in line with MCS standards.
- Belong to a Trading Standards Institute (TSI) approved consumer code - examples include:
[HIES Consumer Code: Renewable Energy Installation Protection \(hiesscheme.org.uk\)](https://www.hiesscheme.org.uk)
[Join - Renewable Energy Consumer Code \(RECC\)](#)
- Prove the competency of employees via in date qualifications held and/or short courses attended or demonstrating experience to the MCS certification body.
- Demonstrate the operation of a Quality Management System (QMS) - the assessing Certification Body will ensure that the standard requirements are reached through documented procedures and systems.

You will need to have MCS accreditation to be able to offer the Boiler Upgrade Scheme to your customers.

For further information you can visit [MCS Certified | Giving you confidence in home-grown energy](#)



District Network Operator (DNO)

When installing a heat pump, you are required to get permission from the District Network Operator (DNO) before making the connection. This is because the DNO, who are responsible for managing the network, need to check whether the local network can handle the additional load from a new heat pump installation. If you install a heat pump without permission, you may be forced to remove it.

The below table can be used in assistance when filling out the [DNO FORM](#)

	Model	3.5kW aroTHERM plus	5kW aroTHERM plus	7kW aroTHERM plus	10kW aroTHERM plus	12kW aroTHERM plus
Electrical Supply	Voltage	230V	230V	230V	230V	230V
	Phase	Single	Single	Single	Single	Single
Electrical Characteristics	Compressor Type	Inverter	Inverter	Inverter	Inverter	Inverter
	Total Heat Pump System Maximum Demand (A)	14.3 amps	14.3 amps	15 amps	23.3 amps	23.3 amps
	Starts per Hour	10	10	10	10	10
	Booster Heater	None	None	None	None	None
	Backup Heater	None	None	None	None	None
Controls	Single Controller	Yes	Yes	Yes	Yes	Yes
Declaration of conformity	Listed	Yes	Yes	Yes	Yes	Yes
Energy Networks Associations (ENA) Listed	Listed	Yes	Yes	Yes	Yes	Yes
	Status	Connect and Notify	Connect and Notify	Connect and Notify	Apply to Connect	Apply to Connect
	Heat Pump Type Register Number	HP1127	HP1122	HP1124	HP1131	HP1134

Energy Networks Association

Once a heat pump is installed, the local energy network needs to know what type of heat pump sits on the network, and where. You will need to notify the Energy Networks Association (ENA) once the heat pump is installed. This can be done via filling out the relevant form on the ENA website.

You can do this by following the link below to fill out the required form:
[Energy Networks Association \(ENA\) - The voice of the networks](#)

Further information
can be found on the
GOV UK website

[Click here to
find out more](#)

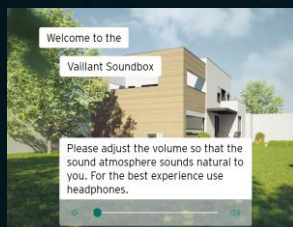


Quiet Mark

Quiet Mark is the independent global certification programme associated with the UK Noise Abatement Society charitable foundation. It provides reliable and independent information about the sound a product makes and approved noise reduction performance before purchase with the primary focus to improve health and wellbeing (Quiet Mark, 2022).

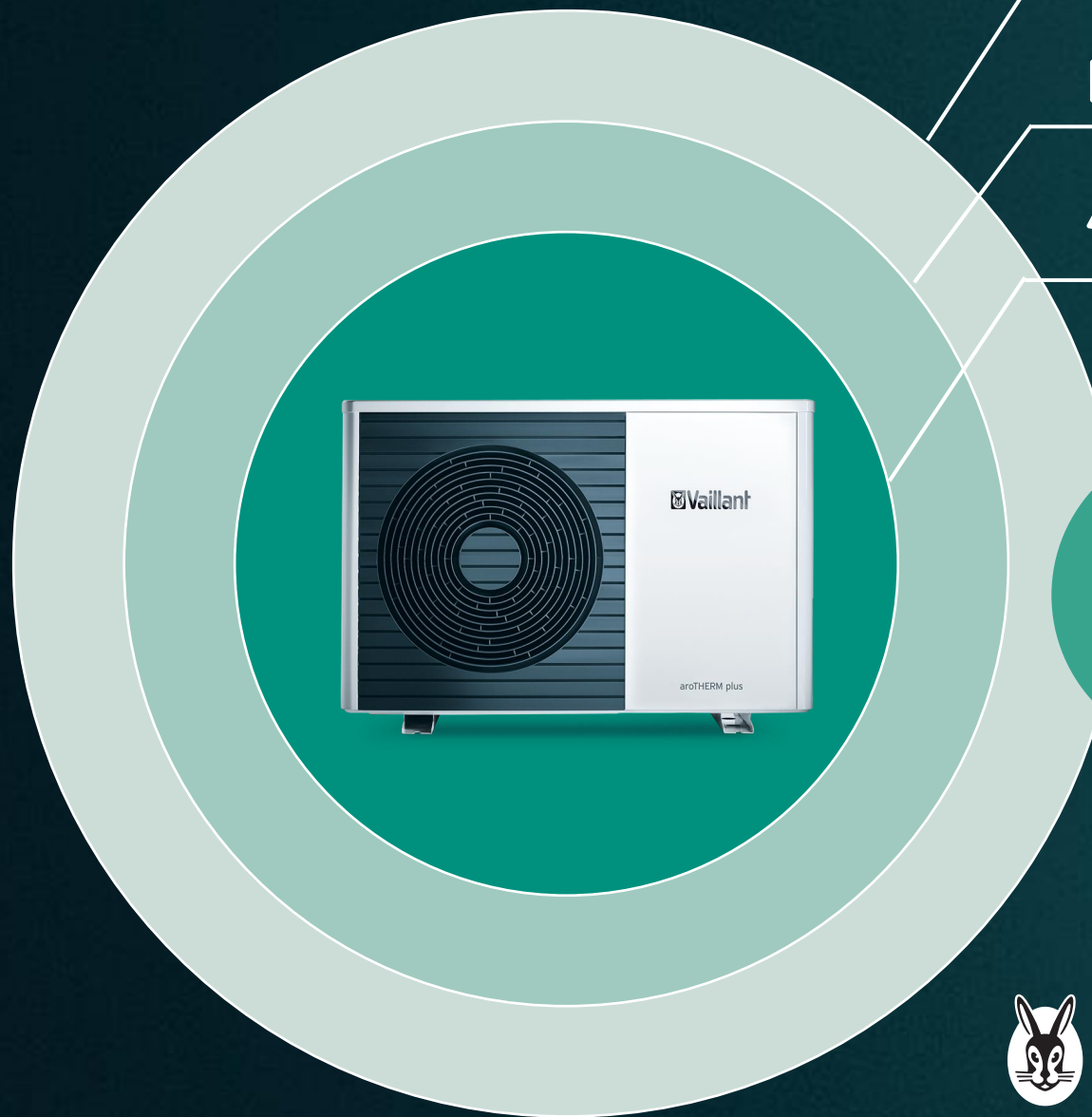
Further information can be found through the Quiet Mark [website](#)

Vaillant's 3.5, 5, 7 and 12kw aroTHERM plus models are Quiet Mark approved.



Click on the image to access our [Sound Box demo page](#)

* Sound pressure acc. max sound power: Free-standing, 3 meters distance,



32 dB(A) at 5 m

36 dB(A) at 3 m

46 dB(A) at 1 m

Super silent

36 dB(A)

at 3 m distance



showPOINT app

With showPOINT, our handy new augmented reality app, you can demonstrate how a heat pump could look and sound at your customer's home, allowing them to experience Vaillant products like never before.

The app's AR technology virtually places our heat pumps in your customer's house or garden, and demonstrates to them just how quiet Vaillant's products are. You can also play videos on how a heat pump works to show homeowners.



Download the
showPOINT app here

[Click here
to download](#)

Boiler Upgrade Scheme (BUS)

The Boiler Upgrade Scheme is the latest iteration of the Government's financial support of low carbon heating. The scheme is expected to run until April 2025 and is designed to help attain the UK's net zero emissions target by 2050 by making low carbon technologies more affordable to install, by reducing the upfront cost. Previously, this support was provided in the form of the Renewable Heat Incentive, which ended in March 2022. This support is aimed at encouraging homeowners in England and Wales to upgrade their current fossil fuelled boiler heating and hot water systems to more energy-efficient heat pumps in an effort to decarbonise their home's heating.

The BUS operates in the form of a grant voucher which is provided to the installer after installation and commissioning, with the expected amount deducted from the homeowners upfront cost. Acting on behalf of property owners, installers can apply for:

- **£5,000** off the cost and installation of an air source heat pump
- **£6,000** off the cost and installation of a ground source heat pump, including water source heat pumps

Further information can be found through the [Ofgem](#) website

[Click here to view more info on BUS](#)





Chapter 5

Design, Aftersales & Business Support

Service and support

We are here to help support:

- Dedicated renewables contact centre support team
- Nationwide dedicated engineer support network

Products & Services

- Annual Servicing
- Appliance function checks
- Breakdowns & repairs
- Extended guarantee packages available for new installs



For further
information

Call us on : 0330 1003540
Email : aftersales-uk@vaillant-group.com



Warranty information

Vaillant's standard warranty for heat pumps, cylinders and accessories is 2 years including parts and labour.

If you sign up to Vaillant Advance and become a MasterTech installer, you can offer your customers up to 7 years free extended warranty on Vaillant heat pumps when registered with a Vaillant cylinder. This can be added through your Advance loyalty account when the heat pump is registered within 30 days of installation. This applies to heat pumps only; cylinders and accessories are not included. A 7 year extended warranty on heat pumps can also be purchased through Vaillant Advance for installs without a cylinder.

To find out more about Vaillant Advance, contact your local Regional Business Manager.

Find out more about
Vaillant's warranty
information

[Click here to visit
our website](#)



Guarantees and servicing

You can register your manufacturer guarantee at www.vaillant.co.uk

To ensure you get the best performance from your Heat Pump and to maintain it's warranty, it is important to have it serviced annually.

Up to 10 years manufacturers guarantee now available with every Appliance function check

For over 140 years, Vaillant has been a technology leader when it comes to innovative heating solutions and with a combined highly skilled Heat Pump Service Team, our servicing packages are designed to give you peace of mind.

Need expert on site advice and support regarding your new Vaillant Heat Pump?

Every Heat Pump support package includes an onsite function check carried out by one of expert engineers.

Our Appliance function checks are recommended for your first install and include:

- Full visual checks
- Temperature checks
- System checks (visual and diagnose)
- All relevant pipework pressure tested
- Test for leaks
- Test electrical circuits
- Professional advice on system set up and product use



What's included in an AFC check:

A full detailed description and pricing for our renewable support options are available through contacting our Renewables support team.

For further information

Call us on;
0330 100 3540

Email:
aftersales-uk@vaillant-group.com

Description	Annual Service appliance only	Annual Service inc System checks	Appliance function Check (One Off)	Connection Split & Appliance Function check
Appliance clearances and positioning	✓	✓	✓	✓
Check installation meets protection zone dimensions	✓	✓	✓	✓
Check suitability of anti-vibration measures	✓	✓	✓	✓
Clear evaporator from build up of debris (leaves etc)	✓	✓		
Check refrigerant circuit for signs of leaks (oil Residue, Schrader caps secure, etc.)	✓	✓	✓	✓
Check water side for signs of leaks	✓	✓	✓	✓
Check condensate pipework, insulation and trace heater	✓	✓	✓	✓
Check external pipework is insulated	✓	✓	✓	✓
Inspect, clean and re-fit covers (fan blades, etc.)	✓	✓		✓
Check support for refrigerant pipework	✓ (split only)	✓ (split only)		✓
Check refrigerant pipes insulation and check pipework lengths have been adhered to	✓ (split only)	✓ (split only)		✓
Check oil trap has been installed	✓ (split only)	✓ (split only)		✓
Create end termination between heat pump & indoor unit refrigeration circuit				✓
Strength test of refrigeration pipework				✓
Vacuum down of refrigeration circuit				✓
Fill circuit with correct amount of refrigerant (15m of pipework included in unit)**				✓
Hydraulic				
Full visual check of pipework			✓	✓
Check expansion vessel air pressure is correct		✓	✓	✓
Check and clean of return filter		✓	✓	✓
Check system pressure		✓	✓	✓
Check circulating pump operation		✓	✓	✓
Check termination of PRV		✓	✓	✓
Check any none return or shut off valves		✓	✓	✓
Check for any required de-airing valves		✓	✓	✓
Check open volume sufficient for defrost (Buffer/bypass circuit)		✓	✓	✓
Check back-up Heater (if installed)		✓	✓	✓
Visual check on heating circuit, to check that Delta T is correct		✓	✓	✓
Check cold water safety group connected correctly		✓		
Check legionella connections and settings		✓		
DHW differential temperature check		✓	✓	✓
DHW cylinder specification		✓	✓	✓
Water quality turbidity Check		✓	✓	
Fernox water quality sample				
Frost protection check		✓	✓	
Check glycol circuit de-aired		✓	✓	
Electrical				
Check electrical connections and polarity	✓	✓	✓	✓
Check hydraulic scheme and hydraulic diagram	✓	✓	✓	✓
Check electrical wiring is correct as per wiring diagram	✓	✓	✓	✓
Check correct RCD/MCB rating at consumer unit	✓	✓	✓	✓
Check eBUS wiring (sizing/polarity/separation)	✓	✓	✓	✓
Check system controls and operation	✓	✓	✓	✓
Check appliance sensors and readings	✓	✓	✓	✓
Log of all settings	✓	✓	✓	✓
Handover				
Professional advice on use	✓	✓	✓	✓
Program check	✓	✓	✓	✓
Record energy tariff	✓	✓	✓	✓

Vaillant Advance

Join Vaillant Advance - our loyalty scheme for installers.

We're proud of our exclusive club which offers support and rewards to those installing Vaillant products.

Alongside extended warranties, Vaillant Advance allows installers to enjoy cash rewards and Vaillant credit rewards on renewable product registrations, as well as invites to join our sales incentives and regular product offers.

You can also access pre-qualified homeowner leads via our Find an Installer tool, along with support from our dedicated network of area sales representatives.

Login to Advance
or sign-up today

<https://www.vaillant-advance.co.uk>



Introducing Hiber

Introducing Hiber, our partnership for installers - with a whole load of benefits, including finance packages, ordering parts and day-to-day business admin. Hiber has it all at your finger tips...

Quote confidently

Quote and order parts using Hiber's platform, linked to merchants across the UK. And with the quoting template, you can send the quote straight to your customers in minutes.

Win more work

Offer finance packages to your customers, on an extensive Vaillant product range, including the Vaillant heat pump range.

Take away time and stress

Spend less time doing admin and paperwork and more down time with your family or growing your business. Keep up to date with payments, jobs booked in, and parts you've ordered all in one place.

Sign up
to Hiber

Tel: 03330 069 735
Email: hi@hiber.com
Web: hiber.com



Marketing support

As part of our long term mission to proudly support installers, we have a whole host of marketing materials to help support you and your business.

Advance

Login to your Advance account, or sign up for free to access a whole host of marketing materials:

- Van wraps
- Promotional leaflets
- Vaillant assets

And more!

smartTALKS

Diversifying your business into renewables? Get all the business support you need with our new expert marketing support series, smartTALKS.

smartTALKS are a series of short videos, each fronted by an industry expert sharing their knowledge and expertise in various areas of marketing and branding.

The whole series is available exclusively via the Vaillant Academy.

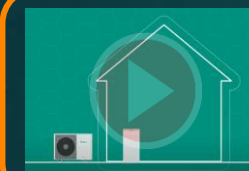
Podcasts

Want to hear more about renewables? Listen to our Vaillant Podcast episodes:

- [Diversifying into renewables](#)
- [Heat pumps technical episode](#)
- [The low carbon landscape](#)
- [Low temperature heating - part one and two](#)

YouTube

We have a host of useful videos over on our YouTube channel, to help support your understanding of our renewable products, and your customers too:



How do heat pumps work?



Journey to renewables

Useful contacts

General Enquiries

If you are unsure of who you need to speak to or you have a general enquiry, our friendly reception staff will happily point you in the right direction

Phone: 0345 602 2922

Sales enquiries

Vaillant sells its products through plumbing and heating merchants in the UK. For further information, contact your local Vaillant sales representative

Phone: 0345 602 2922

Renewables

For renewable products aftersales service and commissioning

Phone: 0330 100 3540

Email: aftersales@vaillant.co.uk

Training

For information on training centres and courses in your area

Phone: 0345 601 8885

Email: training@vaillant.co.uk

Advance

For enquiries about Advance, contact our support line

Phone: 0330 678 0878

System Sales & Design

For pre sales planning and design.

Phone: 0330 1231767

Email: systemdesignuk@vaillant.com

Technical enquiries

If you have a technical query, you can contact us by phone or email.

Our technical line opening hours are as follows:

Monday - Friday: 8am - 6pm

Saturday: 9am - 12pm

Sunday: Closed

Phone: 0330 1003540

Email: aftersales@vaillant.co.uk

