



# Vaillant

Issue 9 Summer 2021

# Advance



## LEAP INTO RENEWABLES

How Vaillant helped Michael and Jay get started in the world of heat pumps

### ON THE AIR

Our latest TV ad puts the aroTHERM plus front and centre

### FEEL THE HEAT

Settings, controls and boiler efficiency with Steve Court



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 596 013**

**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

**020 7022 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



## HELLO

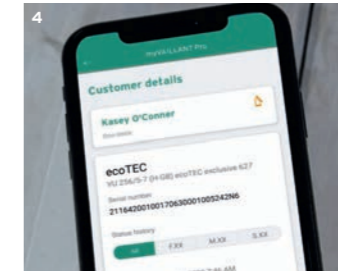
Welcome to the latest issue of Advance, in which we're focusing on the future of heating. In a constantly evolving industry, it's imperative that manufacturers and installers work smarter together to ensure a sustainable business and a sustainable tomorrow.

At Vaillant, we have been investing for some time in the research and development of what a greener future could mean for us as a manufacturer, for our installers, and for homeowners. Now that the government has set out its 10-point plan, we must remain realistic in our plans to ensure that businesses can adapt over the next few years. That is why we are here for you, every step of the journey.

As we move towards a greater demand for renewable products, we explore heat pump technology and retrofit installations in more detail. We also discuss the road to diversifying your business with renewable solutions with Michael and Jay, two Advance installers based in the North East, and take a look at technical insights and best practice for ensuring our products work at the very peak of their performance.

Don't forget, if there are any topics that you'd like to read about in our next edition of Advance, just tweet us at @VaillantUK using #Advancemag

**Klaus Jesse**  
UK Managing Director



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Advance is published on behalf of Vaillant UK (registered office: Nottingham Road, Belper, Derbyshire DE56 1JT) by Sunday, 207 Union Street, London SE1 0LN. Tel: 020 7871 6760 [wearesunday.com](http://wearesunday.com)

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For Sunday Editor Marc Grainger Art Director Mark Wheeler Group Chief Sub-Editor Eva Peaty Sub-Editor Kirtley Verma Account Director Gill Tait Production Director Michael Wood Creative Director Sam Walker Content Director Richard Robinson Managing Director Toby Smeeton Images Getty, Jon Shard. Cover image is a composite and was originally photographed according to social distancing guidelines. All information correct at time of going to print

# 'APPY DAYS! BE A PRO ON THE GO

Vaillant's serviceASSIST has now become myVAILLANT Pro. It's the same service, but with even more brilliant features

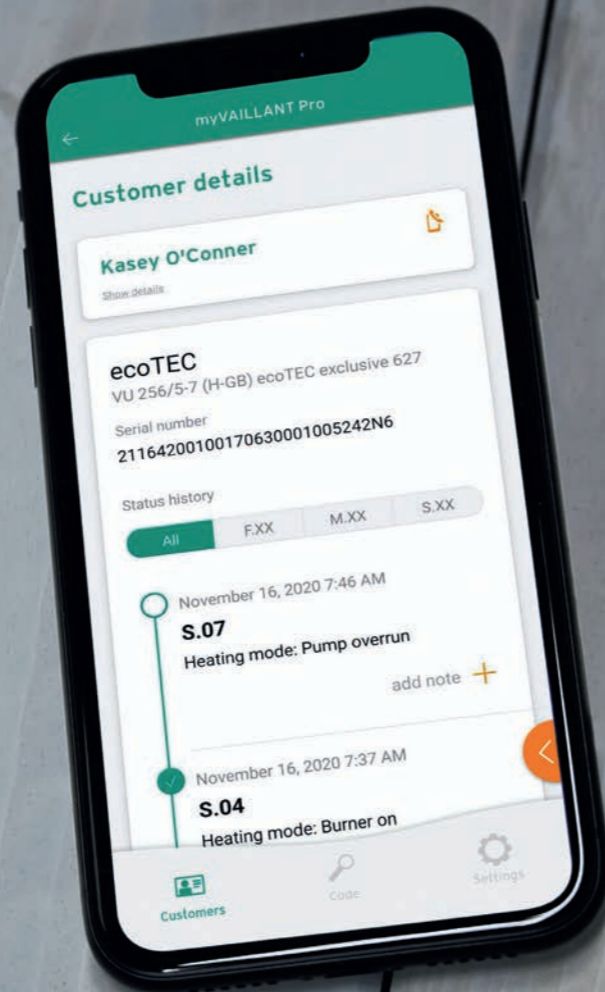
At Vaillant, we're always updating our systems to support your businesses - which is why the new features of our myVAILLANT Pro service are more streamlined than ever before.

With the app, you get greater flexibility, more useful tools and extra support to help you provide even better service to your customers. You can remotely monitor your customers' boiler installations and access detailed performance data, fault code history and diagnostic insights - all at the click of a button.

## Five new myVAILLANT Pro features

- 1** Live monitoring gives you the ability to see the live status of a heating system - wherever you are
- 2** Advance and myVAILLANT Pro are now synced, so you can add new boilers directly from your Advance registrations
- 3** Water pressure monitoring allows faults that occur due to low water pressure to be rectified - with the correct guidance - by the homeowner, saving you time
- 4** Resend consent emails to homeowners in the event that they miss the first email
- 5** Added payment options help you update your account and tiers at your convenience

Visit [vaillant.co.uk/myvaillantpro](http://vaillant.co.uk/myvaillantpro) to see the full list of features and pricing plans >>>



Scan the QR code to download the myVAILLANT Pro app now



For iOS users



For Android users



**Boiler Protection Kit**  
(0020278309)



or

**Advance Protection Kit**  
(0010035819)



## A decade of boiler protection, guaranteed

Vaillant's Boiler Protection Kits help to maintain water quality to ensure that our products perform at their best with dirt-free water - and they now offer a 10-year guarantee, too

Designed to protect heating systems and to help them work at their maximum efficiency for even longer, our Boiler Protection Kits now offer an extended 10-year guarantee on our ecoTEC exclusive, ecoTEC plus and ecoFIT pure domestic boiler ranges.

With two Boiler Protection Kits available (see right), our extended guarantee offer provides flexibility to fit with your installation needs. Simply install both the boiler and the Boiler Protection Kit

of your choice at the same time and register them on Advance to offer your customers peace of mind.

**Plus, we've listened to your feedback...** ... and made it simpler to register our Advance Boiler Protection Kit. It's now easier to find the serial number on the body of the filter - and not only have we printed it onto the inside of the box, we've provided a handy card in the box, too.

To make it even easier and to give you greater flexibility, you can now choose the filter you prefer to activate your 10-year guarantee

To learn more about the importance of water quality, join our Water Quality training course at [vaillant.co.uk/training](http://vaillant.co.uk/training) and listen to our podcast - just search 'The Vaillant Podcast' on Spotify, Google Podcasts or Apple Podcasts >>>

# MAKE THE MOST OF ADVANCE

Have you heard what your membership has to offer?

As an Advance member, you get a whole range of exciting benefits and support to help you and your business.

For starters, we've designed a wide range of business-boosting benefits for you. From free webinars to refresh your business knowledge or learn new skills, to marketing materials such as website and social media assets, partnering with Vaillant makes business easier.

Plus, you can also offer your customers extended product guarantees, service reminders and Gas Safe boiler registration. Not only that, but Pro

and Mastertech installers are listed on the 'find an installer' page on our website, so customers can find you more easily.

Also, by registering your installs on Advance, you can earn top rewards like cashback, credit to spend in our catalogue and e-vouchers from big names including Adidas, B&Q and Uber Eats.

And this year's Advance To Go incentive runs until 30 June 2021, so there's still time to secure your place on our amazing trip to Lake Garda in Italy in May 2022.

So don't miss out - take advantage of Advance today!

## Check out our app

On the go? Find everything you need in one place on our fantastic Advance app. Here's what you can do...

Get live updates from Vaillant straight to your phone with notifications

Scan the QR code to download the Advance app now

For Android users



For iOS users

Track your progress on our offers and incentives

Access Vaillant information and news from your phone

Easily register products - just scan the barcode during registration

Find solutions to faults by entering the code



## GET CASH FOR YOUR FIRST INSTALL

We have some great cashback offers for new Vaillant installers...

- **£100** on your first eligible ecoTEC exclusive or ecoTEC plus registration
- **£200** on your first eligible heat pump registration
- **£250** on your first eligible commercial boiler installation

## GET HELP WITH YOUR BUSINESS

Following the success of our online Business Clinics, we've added an on-demand video series to support our installers with free marketing and business content. To continue bringing you the latest news, views and innovations to keep you in the know, we're developing an exciting new series called smartTALKS to provide advice on a range of topics, such as branding and creating your own marketing campaigns, as well as industry updates. Keep an eye out for smartTALKS coming to your Advance account soon.

Get the rewards you and your business deserve - log in to your Advance account at [vaillant-advance.co.uk](http://vaillant-advance.co.uk) >>>



# HEAD AND SHOULDERS ABOVE THE REST

Our specification boilers now boast the best SAP ratings on the market

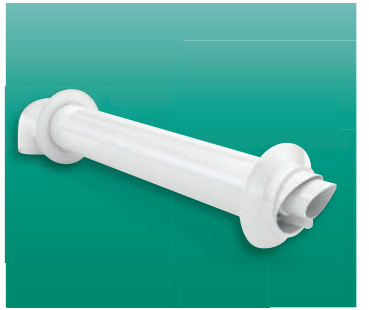
Great news for installers who specify for new homes: we've boosted the efficiency of our specification boilers, giving Vaillant's combi options the top SAP efficiency ratings on the market.

We've made improvements across products such as the ecoTEC sustain, ecoFIT sustain and ecoTEC exclusive with Green iQ, with the SAP product performance of the ecoFIT sustain 835 increased by 1% for a standard detached-house model.

With updates to Parts L and F of the Building Regulations and the Future Homes Standard looming, the new build sector has a target to reduce carbon emissions by 31%

under the new interim standards that come into effect next year. So these enhanced SAP ratings ensure that we're supporting our installers to achieve this goal.

Product	PCDB number
ecoFIT sustain 825	17958
ecoFIT sustain 830	17959
ecoFIT sustain 835	17960
ecoTEC sustain 24	18118
ecoTEC sustain 28	18119
ecoTEC sustain 34	18120
ecoTEC exclusive 835	17953
ecoTEC exclusive 843	17954



# NEW HIGH-RISE FLUE RANGE

As part of Vaillant's commitment to supporting you with excellence in design and quality, we've made four new additions to our range of high-rise flues for both domestic and commercial installations, offering durable solutions that ensure a long product lifetime.

In 2019, we launched the 60/100mm high-rise flue terminal kit and extension kit, specifically engineered to achieve the fire resistance that meets new building regulations (Part B) requirements of A1 rating to EN 13501-1:2018.

Horizontal Terminal 80/125 SS  
Article no: 0010035777

Extension 1m DN 80/125 SS  
Article no: 0010035778

Horizontal Terminal 110/160 SS  
Article no: 0010035927

Basic Connection Kit 110/160  
Façade SS Article no: 0010035928

Our new high-rise flue kits have an inner exhaust pipe made from stainless steel alloy in accordance with EN 15502-2-1. The 110/160 range features air intakes made from stainless steel alloy.

Our high-rise flue extension kits are now available to order at local merchants throughout the UK >>>

# Our push for a more sustainable tomorrow continues in 2021

The aroTHERM plus takes centre stage as the latest ad in our Why Wait homeowner awareness campaign hits the nation's screens



#PROUDLY SUPPORTING INSTALLERS

Our aroTHERM plus was named Best Heat Pump at the 2021 Green Home Awards

#WHY WAIT

GREEN HOME AWARDS 2021 WINNER

194m+ views of our 2020 TV ad campaign

164m+ listens of our 2020 radio ad campaign

855,960 views of our new TV ad in the first three weeks

### Our investment in a sustainable future continues as our Why Wait homeowner campaign puts the aroTHERM plus heat pump at the heart of our TV advertising for the first time in Vaillant's history.

Launching on on-demand services All 4 and Sky AdSmart, the ad continues to educate homeowners about the importance of an efficient heating system, which can reduce their carbon footprint and energy bills, while also raising awareness of the Vaillant brand and our heat pump technology.

With 31% of UK household emissions coming from central heating, according to the Energy Savings Trust, and an increasing demand for low-carbon solutions, now's the time to support your customers to make the switch.

### Our campaign is delivering results

Since its launch in 2020, our Why Wait campaign has been viewed more than 194 million times on prime channels such as ITV, Channel 4, Sky One and Discovery. Our radio ad has also worked hard to deliver the message of efficient heating, gaining more than 164 million listens.

Our new TV ad is set to see great results, too. Having launched in April, the campaign delivered almost 856,000 impressions in the first three weeks and is set to deliver around three million impressions over the campaign period.

This activity helps to generate more awareness among homeowners - not only for our brand, but also for our loyal installers.



Scan the QR code to see our latest ad >>>

### We're investing in you

Developing innovative technology to deliver sustainable heating solutions is at the forefront of what we do - whether it's renewable energy sources such as heat pumps, highly efficient boilers or smart controls. Our new TV ad campaign is a continuation of our promise to build consumer awareness and trust in the Vaillant brand.

We've also extended our STV sponsorship for the entire year to further support our installers in Scotland. Featuring short bumpers before and after popular STV shows, our sponsorship will make it even easier to recommend our products to Scottish homeowners.

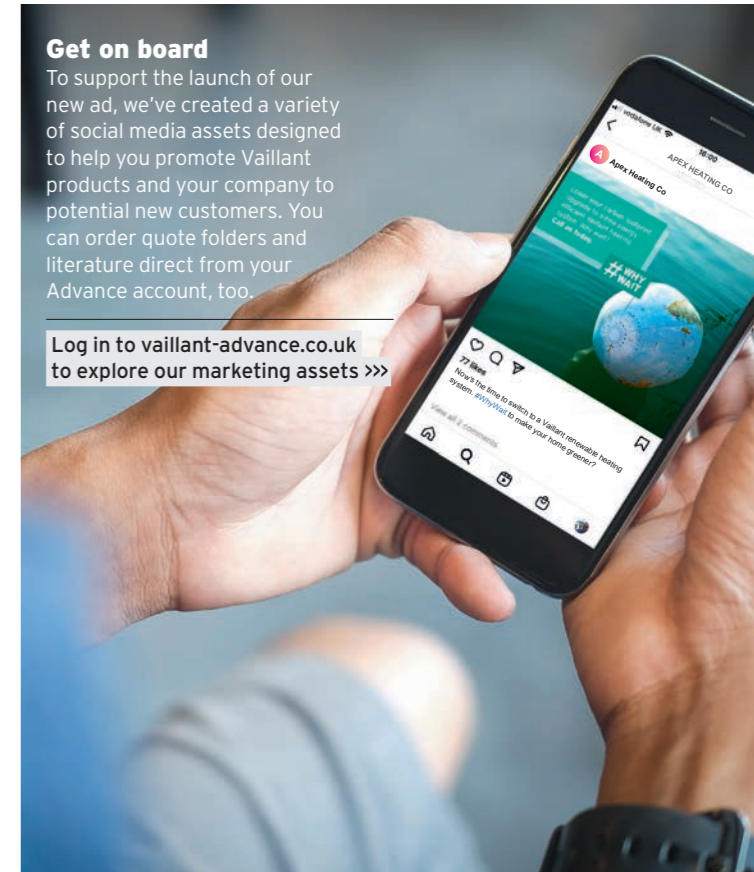


Our new TV ad highlights how a Vaillant heat pump can lead to a lower carbon footprint

### Get on board

To support the launch of our new ad, we've created a variety of social media assets designed to help you promote Vaillant products and your company to potential new customers. You can order quote folders and literature direct from your Advance account, too.

Log in to [vaillant-advance.co.uk](http://vaillant-advance.co.uk) to explore our marketing assets >>>



# YOUR VIRTUAL TOOLKIT

Vaillant has partnered with The Trade Toolbox so you can benefit from a range of online business tools specifically for installers

Exclusively for Advance members, The Trade Toolbox is designed to help plumbing and heating installers improve their customers' journey.

With customers increasingly expecting rapid responses to their enquiries, these consumer finance, online quoting, risk assessment and remote survey tools can help you provide quicker quotes and stay one step ahead of your competition.

We've designed a leaflet to help you promote consumer finance to your customers, so you'll also be able to order branded leaflets advertising your business and finance package. What's more, you'll receive a selection of social media assets, too.





"The consumer finance tool has made a huge impact on my business. It's really helped us to drive enquiries into sales. We've seen a 25% increase on conversion rates since we started using it."

**Sam Hardiker, PlumbProud**



### What's included?

Complete flexibility for our installers with two payment plans to choose from...

	Plus	Standard
 <b>Consumer finance</b> With interest-bearing (9.9%) and interest-free finance options, your customers will be able to choose exactly how to spread the cost of their Vaillant heating system. They can also select from repayment terms ranging from 12 to 60 months.	✓	
 <b>Online quoting tool</b> Build bespoke quotes and send them to your customers via text message or email. They can then approve them with a click of a button.	✓	✓
 <b>Risk assessments</b> Now, more than ever, the safety of you, your team and your customers is of paramount importance. Our assessments can be sent quickly and completed digitally, saving you time.	✓	✓
 <b>Remote surveys</b> This tool will help you streamline your surveys for when it's not viable to visit a property. Complete in-depth inspections and produce PDF reports of each survey for your records.	✓	✓

For price plans and more information, go to [thetradetoolbox.com/vaillant](http://thetradetoolbox.com/vaillant) >>>

# Local support at your fingertips

Vaillant's Regional Business Managers have been working hard alongside some of our loyal installers to help them and their businesses develop and grow over the long term, as part of our mission to support you more than ever before. Here's just some of the great feedback we've had...



We truly appreciate the support of Vaillant – particularly on our van wraps [above] – in such difficult times.



We moved over to Vaillant from another boiler manufacturer after 18 years with them. Our decision was cemented after

a chance meeting with Regional Business Manager **Don Graham** [above]. Since our first installation in November 2019, we've been impressed with the quality of the products and overwhelmed by the professionalism and support from Vaillant.

Nothing has been too much trouble, and Don's attentiveness, technical knowledge and product support has been amazing. He is always on hand to guide us through the ever-growing range of appliances and controls Vaillant has to offer.

I have every faith that this will be a long-standing relationship with many installations and happy customers.



**Phil Clarke, PCL Heating & Gas Engineers, Whitehaven**



The support I've received from Vaillant and **Stephen Dean** [below], my Regional Business Manager, has



been second to none. It's not just someone at the end of the phone – there's a more personal touch. It's the best support

I've experienced, and I've been in the industry for 27 years.

Stephen has helped us with our van wraps [above], which highlight the fact that I'm one of the main Vaillant installers in my area. We're moving into the renewable market and the training I've had from Vaillant has helped us to do that.

In the last year, I've employed four installers, three apprentices and two people in the office. We fit Vaillant because, more than ever, it's important for customers to trust their installers. We want people to have the leading boiler in its class and get a higher level of service from our engineers.



**Sean Brown, Sean Brown Plumbing & Heating, Kirkcaldy**



Vaillant and **Jaymie Ryan** [below], our Regional Business Manager, have been outstanding in their



support for me and my business [above]. First, Jaymie identified that Vaillant could support us with product

training, like on its controls range. This gave my staff extra knowledge, but it also meant we didn't have to hire electricians to install the controls any more, saving us money.

Jaymie and Vaillant have also given me one-to-one support and ideas on how to build the business, and they even assisted with our radio advertising campaign last year.

Since we began using Vaillant, we've been extremely impressed with the service. The aftercare has been exceptional, and the company is attentive to our needs and queries. We look forward to a long relationship and continuous growth alongside Vaillant.



**Mark Speak, Aquaheat Plumbing Heating and Gas Services, Leeds**

**DID YOU KNOW?** In busy areas, your van can be seen by over 3,000 potential customers every hour, research by 3M has found. Go to [vaillant-advance.co.uk](http://vaillant-advance.co.uk) to contact your local rep and find out how we can help turn your van into a mobile marketing asset >>>



**G**rowing your business can be tough - unless you're focused on your end game and have a clear plan.

The good news is that doesn't have to be hard work. Having a series of income-boosting marketing campaigns - focusing on one every three months - provides you with a structure across the year that allows you to target new customers, raise awareness of new services you offer and ultimately help your business to grow.

Keeping in touch with your customers has never been more important. With people feeling disconnected from the wider world after a year of lockdowns, reaching out and placing your business at the front of customers' minds will make a huge difference.

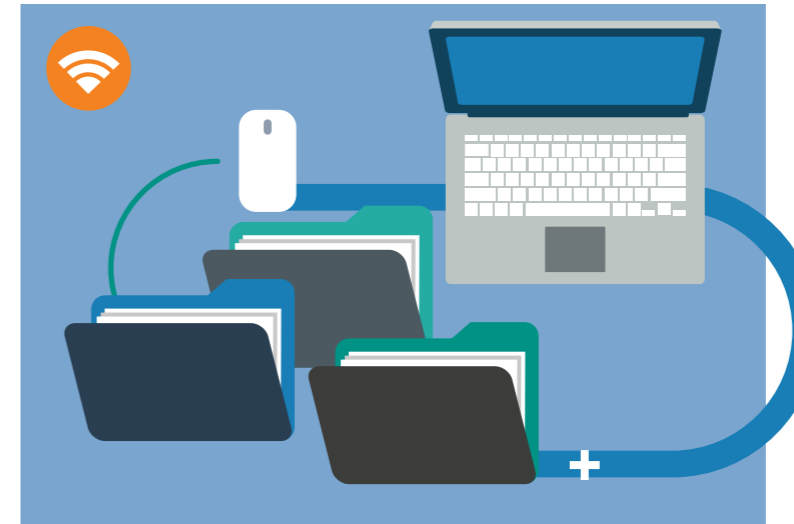
Here, we focus on two easy, practical campaigns - database mining and social media - that could yield great results over the next six months. And, in the next issue, we'll look at recommend-a-friend and local advertising campaigns.

## GROWTH CAMPAIGNS MASTERCLASS PART ONE

In the first of a two-part feature, Vaillant Business Clinic expert Audrey Chapman explores two quarterly marketing campaigns that will boost your business



**Audrey Chapman**  
The Sales Resolution



Growth campaign 2

## SOCIAL MEDIA

Gone are the days of saying "I don't do social media": it's a must for all businesses, large or small. Facebook, Twitter, Instagram and YouTube may be the most powerful tools you have for reaching potential customers in a cost-effective manner and can be a sure way to get local attention.

### Five top tips for social media success

- 1 Consistency is key.** Make sure your content goes out in a timely and regular fashion. People's attention spans are short, so if you're around every day for a week then disappear for two months, you'll be forgotten.
- 2 Post useful content.** Your customers may not know the ins and outs of central heating, so you can be their perfect educator. Consider tutorials on topics like how to bleed a radiator.
- 3 Create short videos** and let your personality shine through - people will start to get to know you. A series of 60-second videos is all it takes.
- 4** People will contact you through social platforms, so it's vital that you **invest time in monitoring public comments and private messages** and can reply quickly. Otherwise, it'll seem like you're not bothered about your audience. And keep it polite: being rude or getting into arguments on a public post is not a good look.
- 5** Finally, **be yourself!** People love authenticity.

Growth campaign 1

## DATABASE MINING

A fundamental part of any business, creating a database of all your previous prospects and customers allows you to easily connect with them again, now and in the future. After all, anyone who has previously got in touch with you did so for a reason, so they're still a valuable contact. Collating this data allows you to tactically contact customers at useful times during the year. Staying front of mind is key, so when a customer needs you most, they know exactly how to find you.

### Five top tips for making the most of your database

- 1** It's been a tough year for everyone, so a quick email to **let your customers know you're still in business**, how you can help them, and about any new services (like renewables) you offer will be welcome.
- 2** **Keep your message short, friendly and helpful**, and think about your tone of voice. You're not selling, just staying in touch.
- 3** **Know your audience.** Don't send your customers emails that they won't be interested in. Instead, split your contacts into smaller categories - such as customers with an old heating system that may need to be replaced soon - so you can target them with the most relevant messages.
- 4** **Try to predict your customers' needs** just ahead of when they may require your expertise - for example, by contacting them when their boiler is due for its annual service.
- 5** Before you press send, **check that your data is up to date and secure.** In order to comply with the General Data Protection Regulation (GDPR), you need to ask people to opt in to your mailing list, ensure personal details are stored securely, and make it easy for anyone who doesn't want to receive your emails to opt out. See the Federation of Small Business's GDPR hub at [fsb.org.uk/campaign/fsbedataready](https://fsb.org.uk/campaign/fsbedataready) to find out more.

Didn't catch the Business Clinics? Go to [vaillant-advance.co.uk](https://vaillant-advance.co.uk) and watch the series on demand through your Advance account >>>

# ALL HANDS TO THE PUMP

Heat pumps are at the forefront of the drive towards low-carbon heating, but there's plenty to consider during a retrofit, says Mark Wilkins

It's becoming clear that, given the varied housing stock in the UK, a mix of technologies will be needed to support the decarbonisation of the nation's domestic heating.

While hydrogen is high on the agenda, there is still some way to go before a clear route for the roll-out into the gas grid is defined, and before installers have to actively start considering this solution.

This means that, for now, heat pumps are the most immediate way to cut carbon emissions. And with the government setting an ambitious target of 600,000 heat pump installations every year by 2028, this presents new opportunities for our installers.

However, it's vital that installers give every heat pump install the planning and attention it requires. This will not only help maximise the benefits of the new system, most importantly, it will also ensure high performance and a high-quality installation. This is particularly important in the retrofit market, which poses its own challenges for heat pump installations.



**Mark Wilkins**  
Technologies &  
Training Director,  
Vaillant UK

## Some considerations when retrofitting a heat pump

### Look around the property

It's always important to consider the age and fabric of the building. A heating system installation in a new-build property with full insulation, double-glazed windows and modern radiators will perform very differently to one placed in an older, less efficient home.

### Get the design right

Ensuring the heating system is sized and designed correctly for a heat pump or a boiler will give you a more efficient and longer-lasting system as a whole. You wouldn't put a 24kW combi boiler into a

five-bedroom detached home with three bathrooms - and the same goes for a heat pump.

### Figure out heat loss

Carrying out a heat loss calculation is of paramount importance to ensure that the system can meet the property's needs while providing maximum comfort and efficiency. Do this room by room to work out the total heat loss for the property, which can then be used to ensure the emitters are the correct size for the system you're installing.

### Size matters

Make sure the heating system is the right size for the property. An

undersized heat pump won't heat the building in cold temperatures, and an oversized one leads to short-cycling of the unit, which significantly reduces system efficiency. The same is true for a boiler system.

### Check out the rads

Radiators play a key role, too. Most current heating systems are designed for high-temperature systems (using gas boilers, for instance) and are sized for a mean water temperature of 70°C. Heat pumps, however, work best at a mean water temperature of around 50°C, so the radiators must be appropriately sized to deliver the required output to the property. So when recommending a heat pump to a homeowner, remember that they may need to invest more to upgrade their radiators.

### Pipes are pivotal

It's crucial to calculate the pipe size needed to maintain the correct flow rates around the system you're designing. Heat pumps work on a lower temperature differential across flow and return, and therefore need more flow through the system.

In turn, this may mean larger pipework is required. Bear in mind that pipework upgrades can be an invasive process for the homeowner, so it's important to plan ahead.

### Think tanks

Like with system boilers, consider the need for a domestic hot water cylinder. So you should identify a suitable space to fit a hot water cylinder and discuss possible locations with the homeowner.

### Don't forget your customer

Handing over to the homeowner is the final, all-important step. By supporting them to understand how their system will work, how to use their new controls, and their seasonal heating bills, you'll help assure them that they're dealing with a conscientious professional.



## GET TO KNOW OUR HEAT PUMPS

It's no surprise that heat pumps are rapidly growing in popularity. With Vaillant offering a range of products backed by extensive support, this technology helps our installers diversify and tap into a whole new market.

Vaillant has a long-standing commitment to developing innovative

technology that delivers efficient and climate-friendly heating solutions for everyone. Yet, while we continue to work towards a more sustainable tomorrow, we're also focusing on how we can support our loyal installers today.

As part of this support, we offer a range of training courses aimed

at helping installers understand the key aspects of a high-quality heat pump system, and how to take the first step into offering renewable heating solutions to customers.

Visit [vaillant.co.uk/training](https://vaillant.co.uk/training) to book your place on our training courses >>>



## Installer profile

With the government committing to phasing out gas boilers in new builds by the mid-2020s, getting into renewables has never looked like a smarter move. And at Vaillant - with our long-running investment in low-carbon technologies - we're committed to supporting gas installers like Jay Abley and Michael Dawes to make the transition.

"Before working in the plumbing and heating trade, I was an electronics engineer in the RAF," explains Jay. "So I was drawn to Vaillant because of the sophistication of the electronics and the control systems."

Jay and Michael each have their own business: Jay runs JDA Solutions in County Durham, while Northumberland-based Michael trades as Your Plumbing. But at the start of this year, they teamed up to take on their first major renewables installation: a Vaillant aroTHERM plus air-source heat pump.

"The owner is a landlord," explains Michael. "The property is a holiday let, which means it's unattended a lot of the time. It's also remote, so not connected to the gas mains."

"Before this, the house ran on LPG, but that was too high-maintenance for the customer. He wanted to know what alternatives were available to him."

### Dynamic duo

The pair were brought together by Don Graham, the Vaillant rep for the area, who spotted the potential for two installers who were both keen on renewables to get some hands-on knowledge.

Jay brings his knowledge of domestic heating and his experience in electronics to the mix. Michael, meanwhile, has more than a decade in the sector under his belt. He's also an old hand at system design.

"The tolerances of a heating and hot-water system based on renewables are different to those of a system built on gas," says Michael. "If you use the same pipe widths and the same radiators as you would with a gas system, a renewables system may not run at its best."



**"VAillant  
GAVE US OUR  
START IN  
RENEWABLES"**

**Two installers in the North East have used lockdown to make the leap into renewables - with a little help from Vaillant**

## Installer profile

"Since taking the Vaillant renewables course, I've even been designing my gas installs to be future-proof by using wider pipework and the proper radiators. So, if one of my customers wants to switch to renewables in a few years, they can do it without the extra expense."

### Lockdown learning

Both Jay and Michael are now on the road to becoming certified renewables installers under the Microgeneration Certification Scheme (MCS).

"I started working towards my MCS qualifications over lockdown," says Jay. "When other manufacturers were furloughing staff, Vaillant instead kept everyone on and got them giving renewables training to installers."

"I was able to build on what I'd already learned and talk to another human being who knew these systems. If Vaillant hadn't done that, I don't think I'd have been ready to start on renewables so soon."

Vaillant runs a range of free renewables training courses for Advance installers. These cover things such as why the shift to renewables is happening and why this technology is a good investment for installers and homeowners. It also teaches you how to install and configure the technology and how to get the best setup for each user.

"When Vaillant noticed my enthusiasm for learning, they offered to put me on their courses," says Jay. "Before I knew it, I'd done all the boiler commissioning courses, all the controls courses and so on. And now, I've even picked up my first renewables job with Michael. I'm excited about the future."

"The training courses are out there, and installers need to take advantage of them," adds Michael. "You don't have to make the jump to renewables right now - but if you want to future-proof your business, and the installs you're doing today, now is the time to start learning."

Register for our renewables training courses at [vaillant.co.uk/training](https://vaillant.co.uk/training) >>>



Jay (top left) and Michael (above right) have joined forces to install a Vaillant aroTHERM plus - their first major renewables project

### WHAT IS MCS?

The Microgeneration Certification Scheme (MCS) is the industry-recognised training and certification programme for heating and hot-water installations based on renewable energy sources.

Although it's often referred to as a single qualification, you actually need to qualify for each of the renewable technologies you want to offer your customers. Then, once you're MCS-certified in a certain technology - for instance, air-source heat pumps - you're all

set to install, commission and self-certify these projects.

MCS certification also tells your customers that you have the necessary competence to install the technology, and is essential for any system you fit to qualify for the Domestic Renewable Heat Incentive.

Finally, it gives your customers peace of mind that they'll be protected if something goes wrong, as they can escalate any complaint to the scheme, which will then adjudicate to resolve it.

Find out more at [mcs-certified.com](https://mcs-certified.com) >>>



# TAKE THE HEAT OFF

Steve Court explains how the control and the system temperature are key to ensuring Vaillant's boilers run at peak performance

Vaillant's boilers and controls work together seamlessly to enable super-efficient operation and reduce running costs. But how do you maximise the performance of one of our boilers if your customer uses a control that (shock horror!) isn't made by Vaillant?

One of our engineers visited a customer who was operating a recently installed ecoTEC plus 832 combi boiler via a non-Vaillant control, and who was worried that their boiler's running costs were higher than expected. During the diagnostics check, the engineer noticed three things: the maximum heating load was set to 24kW; the heating target temperature was set to 75°C; and hot water was set to 60°C.



**Steve Court**  
Training Development  
Manager, Vaillant UK

When a heating demand is placed on it, a Vaillant boiler will always look at what output can be used (24kW in this case) and what target temperature needs to be obtained (75°C). These factors are sometimes overlooked during the set-up process and will often be the main reason why a new boiler uses more gas than expected.

### Using different controls

First, let me explain how our boilers function when installed with either a Vaillant control that use the eBUS protocol or a third-party control.

With an eBUS thermostat, the target temperature of the heating circuit is calculated by using the current room temperature and the target room temperature. This would effectively mean that, despite the heating temperature on the boiler being set to maximum, the control would send a new target temperature to the boiler's PCB.

For example, imagine a home with a Vaillant VRT 50 eBUS room thermostat set at 20°C and a boiler with its heating temperature set at 75°C. Let's assume that a room has reached its target temperature of 20°C and the boiler has switched off, then the room thermostat is adjusted to 21°C. The boiler will start up and then act very differently from a non-Vaillant control (see fig. 1).

With a non-Vaillant control, every demand from the thermostat will use the temperature in the boiler settings (orange line in fig. 1). What's special about Vaillant controls is that they use a built-in algorithm to determine a new target temperature for the system of 47.5°C (green line), based on the current room temperature.

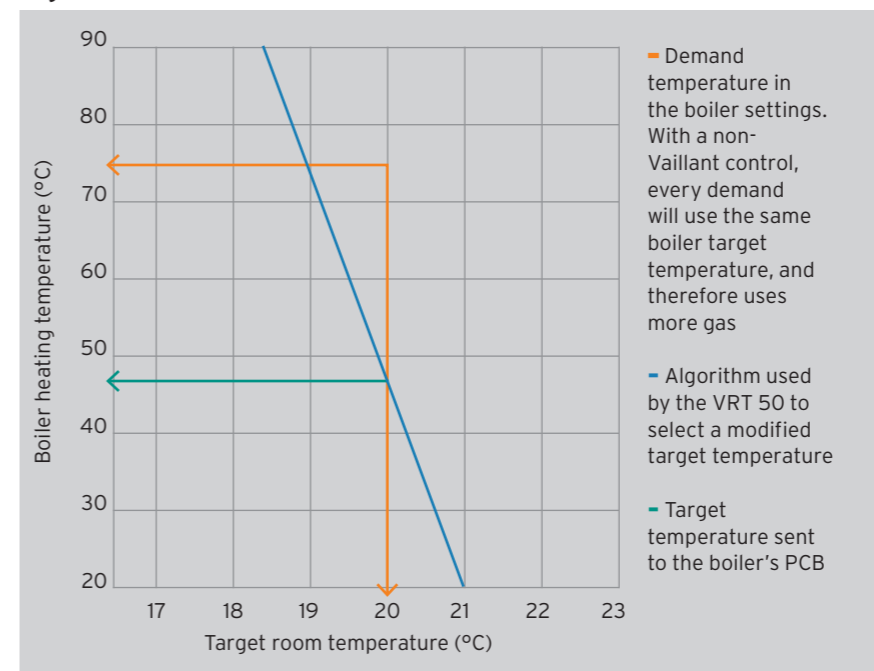
### Changing the settings

If your customer is using a non-Vaillant thermostat, the obvious way to achieve efficient operation and lower running costs is to install a Vaillant eBUS control. But, in the interim, you can make the system run more efficiently by setting a realistic demand temperature during commissioning.

In this particular case, the engineer looked at the homeowner's property. The radiators on the circuit were all convectors and in good condition, while the property itself was fairly old but had double glazing and good levels of insulation, according to the homeowner.

The engineer therefore reduced the demand temperature in the boiler settings from 75°C to 65°C. Doing this makes the system work more efficiently as the main temperature is much

Fig. 1



Join our online training courses and learn more about our eBUS controls at [vaillant.co.uk/training](http://vaillant.co.uk/training) >>>

If a condensing boiler is operating at a flow temperature of 75°C, then the return should - in theory - be operating at around 55°C. In reality, the difference in temperature ( $\Delta T$ ) on most condensing boilers is around 8-13°C, which means the return would be around 62°C and the boiler would not be condensing fully. To operate in full condensing mode, the return temperature needs to be below 55°C. So if we set a 65°C flow temperature, the return would be around 52°C.

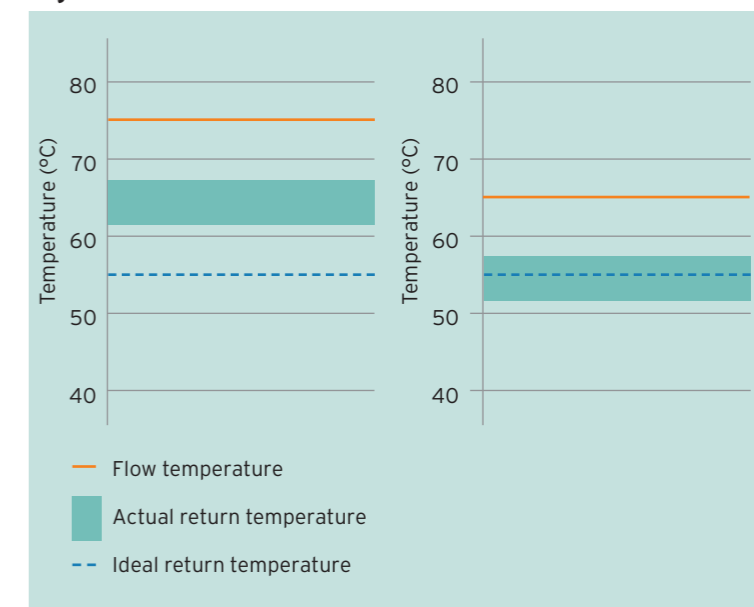
lower. It also ensures that the boiler is operating in condensing mode for most, if not all, of the time it is producing heat for the circuit (see fig. 2).

Most installers should look at redefining the standard settings they use when installing replacement boilers. Think of 65°C as the standard maximum temperature, or 70°C for installations with questionable levels of insulation.

Also, think about the maximum load setting. Our engineer noticed that this was set to 24kW - far too high for the property. This is particularly important when installing a combi with a larger output to supply a superior hot-water flow rate. In this case, the property was a two-bedroom house with one bathroom, so our engineer limited the output to 18kW (which I'm sure could have been even less if a whole-house heat-loss calculation had been conducted).

Vaillant boilers are much more efficient when used with Vaillant controls - but as our engineer's visit showed, it's possible to make the boiler work efficiently with a third-party control, too. The net result was a happy customer: the system now uses less gas, which means not only lower energy bills but also a lower carbon footprint.

Fig. 2



# THE BEST OF BOTH WORLDS

David Myddleton-Jones explains why our high-output ecoTEC plus boilers are ideal for either larger domestic or commercial applications, and how installers can make them work even better

The ecoTEC plus 48kW and 64kW models have been installer favourites ever since their launch.

Compact in size and much lighter than their predecessors, with the 48kW weighing as little as 38kg, these boilers are ideal for tight, restrictive spaces, especially as both the front and side panels can be removed for much easier access.

They can also be cascaded on a wall or rig system to offer a range of solutions for commercial installers who need an alternative to a much larger commercial boiler.

## What makes the high-output ecoTEC plus boilers so popular?

- The internal ducted rain collector prevents rain ingress from the flue system depositing in the boiler casing
- The gunmetal air-separation device removes air from the system water via an air drip tube



**David Myddleton-Jones**  
National Sales Director for Commercial Systems, Vaillant UK



**“Compact and light, these boilers are ideal for tight, restrictive spaces”**

- The electronic gas and air modulation system allows for precise self-setting gas combustion to improve performance and lower emissions
- The high-efficiency stainless steel heat exchanger makes these boilers ErP rated A, which means lower running costs for consumers
- Installers can convert the 48kW and 64kW models to LPG to cater for projects that are unable to use a natural gas supply using the instructions provided
- Being only slightly larger than their domestic cousins, the ecoTEC plus 48kW and 64kW models are ideal for installers looking to branch out into larger projects. During the summer, the domestic sector quietens down and the commercial sector picks up with the holidays and school shutdowns, giving installers the potential to be busy all year round
- The five-year guarantee

### Where can they be installed?

- Larger domestic properties
- Larger non-domestic premises, such as schools, churches and offices

## HOW INSTALLERS CAN BOOST THE PERFORMANCE OF THE ECOTEC PLUS

There are two standout products available to optimise both the efficiency of our 48kW and 64kW ecoTEC plus models and the longevity of the system.

### LOW-LOSS HEADER

#### What is it?

A low-loss header maintains the correct flow of water through the boiler and acts as a ‘neutral point’ in the system – essential when connecting to multiple circuits with different flow rate requirements.

#### How does it work?

During operation, cooler return water from the heating circuits is mixed with water from the boiler in the low-loss header. A negative temperature co-efficient (NTC) thermistor is used to monitor the temperature of the water supplied by the boiler (this is only relevant when used with Vaillant controls). It is recommended that a dirt filter is fitted in the return pipework between the low-loss header and the heating circuits as a precaution to prevent system dirt from entering the boiler. Vaillant low-loss headers are only suitable for new clean systems up to 70kW net input with correctly inhibited water.

#### Why do we recommend using one?

Whenever there are pumps in the system, a low-loss header must be used to ensure correct water circulation and operation of the boiler; without one, the system

pumps would cause circulation issues within the boiler.

Vaillant offers a freestanding low-loss header for use with ecoTEC plus 48kW or 64kW boilers, along with a new model, the WH40/2, which can be mounted horizontally underneath the boiler.

### Article numbers

WH40: 306720

WH40/2: 0020248932

### PLATE HEAT EXCHANGER

#### What is it?

A plate heat exchanger separates system water from the boiler. It is the ideal solution where it's not possible to guarantee system cleanliness, and therefore water quality, through the boiler.

It is also particularly suitable for older applications where the systems can't be pressurised.

#### How does it work?

By separating the boiler from the system, the plate heat exchanger maintains the integrity of the boiler. This means it can operate as a pressurised system while still allowing the boiler to operate on an existing open-vented system. The system water circulating through the plate must still be filtered and treated accordingly.

#### Why do we recommend using one?

Using a plate heat exchanger will protect the boiler, minimising possible downtime while maintaining it at its highest efficiency.

### Article number

0020137069



**M**ental health is becoming an ever more openly discussed topic within the trade. And with the events of 2020 contributing to our anxieties, it's more important than ever to continue the conversation.

In 2019, we launched The Vaillant Podcast series with an episode focusing on mental health, featuring psychologist Lauretta Wilson ([londonpsychologist-centre.co.uk](http://londonpsychologist-centre.co.uk)). That episode has been downloaded more than any other, showing that our installers are recognising the importance of looking after their mental wellbeing.

So we've teamed up with Lauretta again to discuss how installers can cope with the demands of the job and the uncertainty about what could happen to their business in the future.

**We've all been forced to change the way we live and work, but if you've been running your business a certain way for years, it can be hard to adapt. How do we deal with these enforced changes?**

**Lauretta:** It's about knowing what you're able to do, what works and what doesn't. It also comes back to accepting that there are changes we have to make as part of this process, but it will pass, and it's going to feel OK again. Looking after yourself, thinking about how you're feeling and seeking support is important.

If your mental health suffers, your business will too, so reach out and seek clarity and certainty. That will help with the sense that you're doing all you can to protect your business.

**Once installers were able to return to work, it got extremely busy for everyone. What's the best way to manage demands on time, while also trying to catch up on paperwork?**

**Lauretta:** Know your limitations. Be clear with yourself about how much work you can take on before you get too stressed, and always remember to make time for yourself in the day.

# NAVIGATING UNCERTAINTY

Continuing the conversation around mental health, we speak to psychologist Lauretta Wilson about how installers can deal with the anxieties of their work during uncertain times

A real phenomenon now is lockdown fatigue - people are just fed up. At first, we were all saying "we can do this", but it's gone on and on and on, and there's an apathy that wasn't there before.

It's a normal human response and, like with most things we can't control, acceptance is key. We need to just say, "It's happening, and it'll pass."

**How do you deal with anxiety about operating safely, protect your business and continue to provide a good service to customers during a pandemic?**

**Lauretta:** Before entering a customer's home, be clear about what your expectations are in terms of how you can operate safely. That clarity reduces your anxiety as well as the householder's. You could also have a standard text message or email to send to customers to outline how you work, so it's not personal or particular to anyone.

Beyond that, it's important to have a routine to your day, building in times between appointments - whether it's 10, 15 or 30 minutes - when you have the opportunity to sit and breathe, eat or just be with yourself. It's easy to go rushing about, but that can lead to you not being insightful about how you're really feeling.

**How do you think the experience of the pandemic has affected our resilience and ability to cope with challenges?**

**Lauretta:** I think it's definitely reset people's priorities and clarified what's

important to them. Some people will come out of this stronger, but others will suffer some mental health conditions that they'll need help for. As a society as a whole, we'll become more resilient and much clearer about what's important to us.

**Where do we turn when we need help or advice? Who can we trust?**

**Lauretta:** If you feel isolated and need to talk to someone, it's really important that you do reach out. Isolation is a gateway to anxiety and low mood, and it can allow mental health issues to take hold.

It's been difficult lately with social distancing, but if you can, have people around you, or just that one person who is there for you.

But if you don't have someone, or you feel less inclined to talk about things that worry you, then you can access support online, by email and by telephone - and it's all confidential. There's help out there.

**In these uncertain times, we're proud to be there for our installers. Get advice to support your earnings, learning and wellbeing at [vaillant.co.uk/for-installers](http://vaillant.co.uk/for-installers) >>>**



**"If your mental health suffers, your business will too, so reach out and seek clarity and certainty"**

## HOW TO GET HELP

Worried about your mental health? Get some help, advice or treatment as soon as possible.

After all, if you injured yourself at work, you wouldn't hesitate to seek medical attention, would you? It's no different with your mental health.

Make an appointment to see your GP and talk over how you're feeling with them. If you need urgent attention for a mental health issue, go straight to your local accident and emergency department.

The NHS website has a page dedicated to mental health ([nhs.uk/mental-health](http://nhs.uk/mental-health)) with advice on what to do if you need help and useful links to charities and voluntary services.

The Men's Health Forum ([menshealthforum.org.uk](http://menshealthforum.org.uk)) offers 24/7 stress support by text, chat and email, while the Mental Health Foundation ([mentalhealth.org.uk](http://mentalhealth.org.uk)) provides information and support for anyone with mental health problems.

Remember - there's no shame in sharing.



Scan the QR code to listen to The Vaillant Podcast episode on mental health

# Win a year's subscription to myVAILLANT Pro

Enter our exclusive Advance magazine competition

We're giving you the chance to win a year's Premium subscription to our new myVAILLANT Pro service.

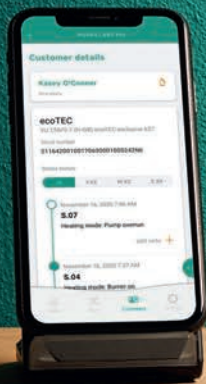
myVAILLANT Pro uses Vaillant's eBUS technology so you can remotely monitor your customers' boilers, wherever you are. Find out more on page 4.

To be in with a chance of winning, simply scan the QR code to go to our website, answer the simple question correctly and submit your details. Good luck!

Scan me to enter



Worth more than £350



Competition runs until 30 June 2021. Terms and conditions apply - please see [vaillant.co.uk/winasubscription](http://vaillant.co.uk/winasubscription)

