

Heating Hot water Renewables

myVAILLANT app

User guide

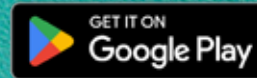
Version 3.0



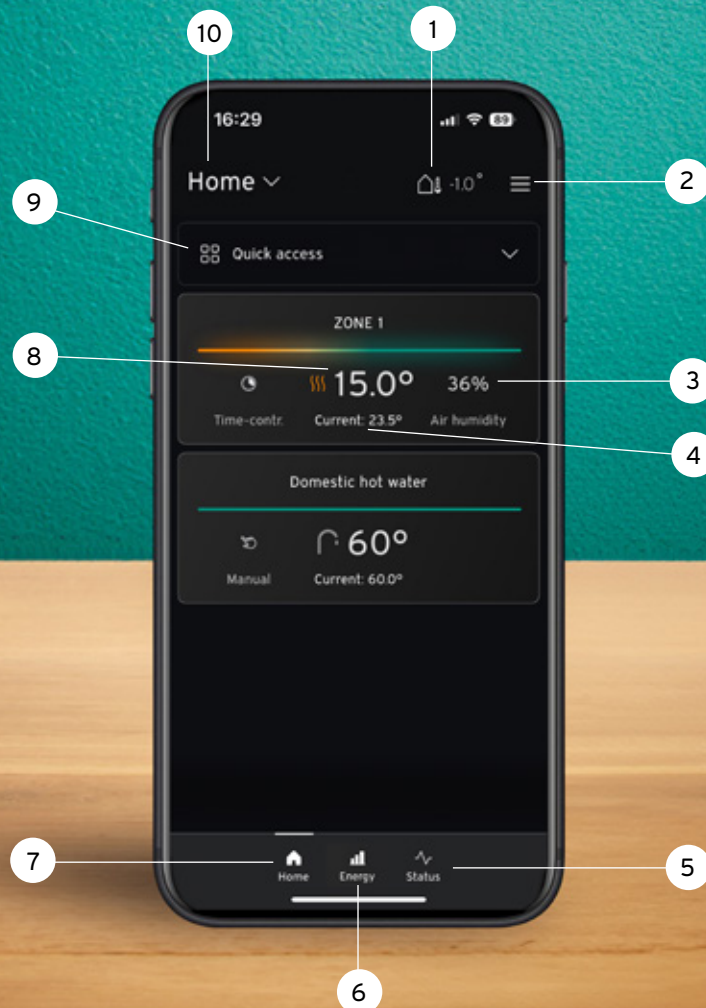
Dashboard features

From the main app screen, you can see a system overview, including all heating zones in your home and hot water usage.

Download the myVAILLANT app.



1. Outside temperature
2. Settings menu
3. Indoor air humidity (with compatible controls)
4. Current room temperature
5. Status screen
6. Energy information here (with compatible boiler or heat pump)
7. App dashboard
8. Desired room temperature
9. Quick access
10. Select home



Change your heating mode

To change the mode in a particular zone, first select the zone and then scroll down to Operation mode.

'Time control' allows your heating to follow your preferred schedules so the heating comes on automatically.

Manual mode instead sits at the temperature you set on either the app or thermostat, allowing you to easily control your heating without any time programs.

When you select 'heating off', your heating will automatically change to the 'set-back' temperature. This means that the heating will only turn back on when your house gets too cold, for example, when you're away from home.



Manual override

Complete flexibility

- Temporarily override your automated settings
- Quickly adjust the temperature manually

If you've set your heating mode to 'time control' but want to temporarily change the room temperature, simply use the + or - to override the system.



Use the + and -
to temporarily
change the
desired room
temperature

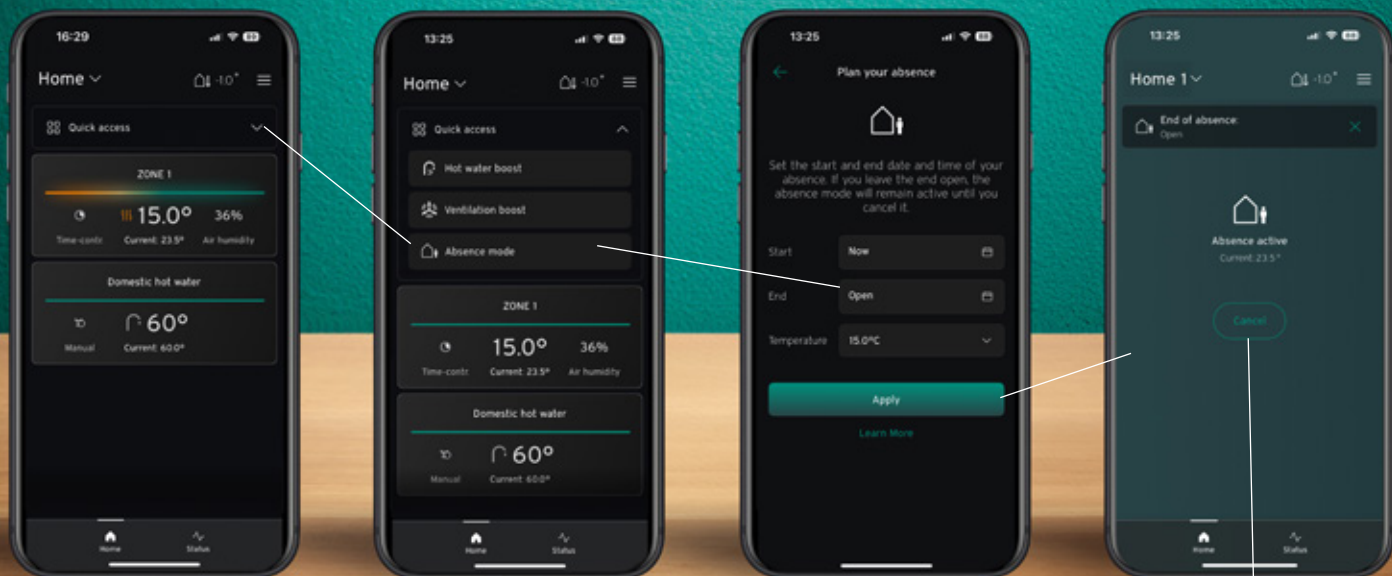
Tap the
banner to
alter the
duration
of the
temperature
change

Absence function and hot water

When you are away from your home for a long period, you can set your heating appliance to 'absence mode' from the main, system overview screen. Your heating will be switched to the 'set-back temperature' during this period, and you will only have hot water. By continuing to heat the water, it will protect your system and cylinder from legionella.

If you find yourself with a higher demand for hot water outside of your usual schedule, you can easily set the hot water boost to increase the capacity amount of hot water in your home at any time.

On the main menu, you can see an overview of your heating system including a view of absence function and hot water boosts. These functions may not be set on the individual zone screens.



Select cancel to remove away mode

Weekly planner

There are two ways to alter the heating time programs. You can either select the settings on the overview page, or select the zone you want to change and scroll down to the zone settings to show weekly planner.

Once you are in your weekly planner, you can choose for your heating to turn on at the same time every day or set up individual days as required.

If you would like for every day to have the same heating schedule, you can easily copy the schedule to all other days of the week.



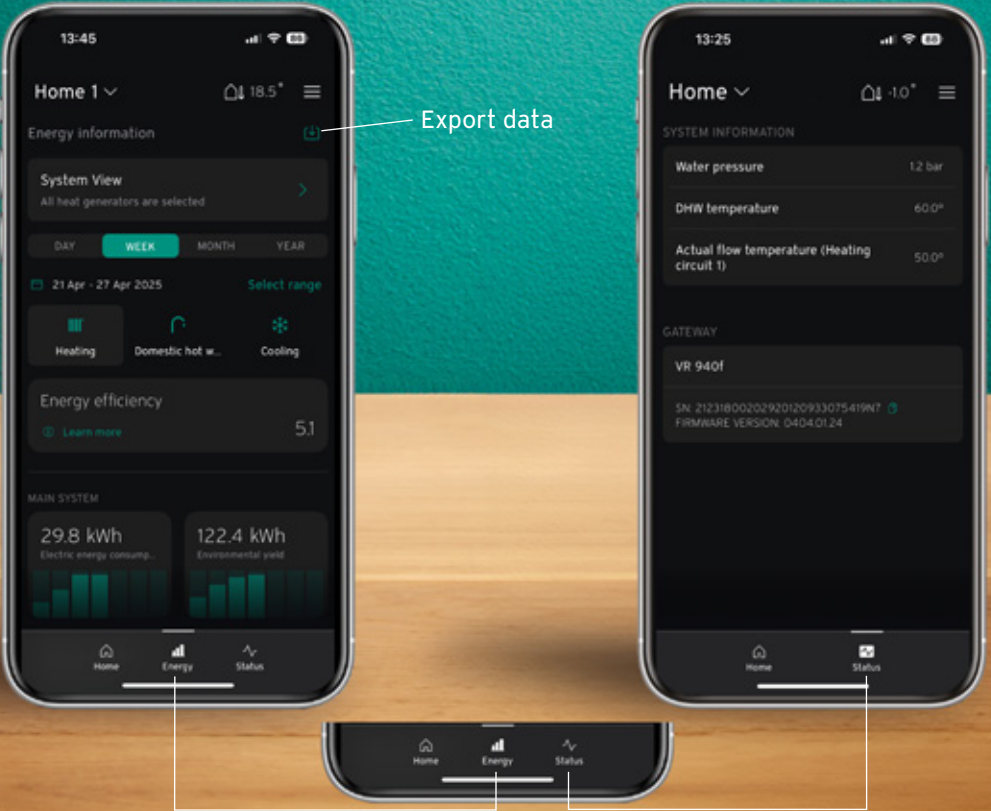
Select the zone to alter

Scroll to zone settings

Energy and status screens

Energy usage may vary for compatible boilers and heat pumps.

The status screen shows system information, including serial numbers, for each product.



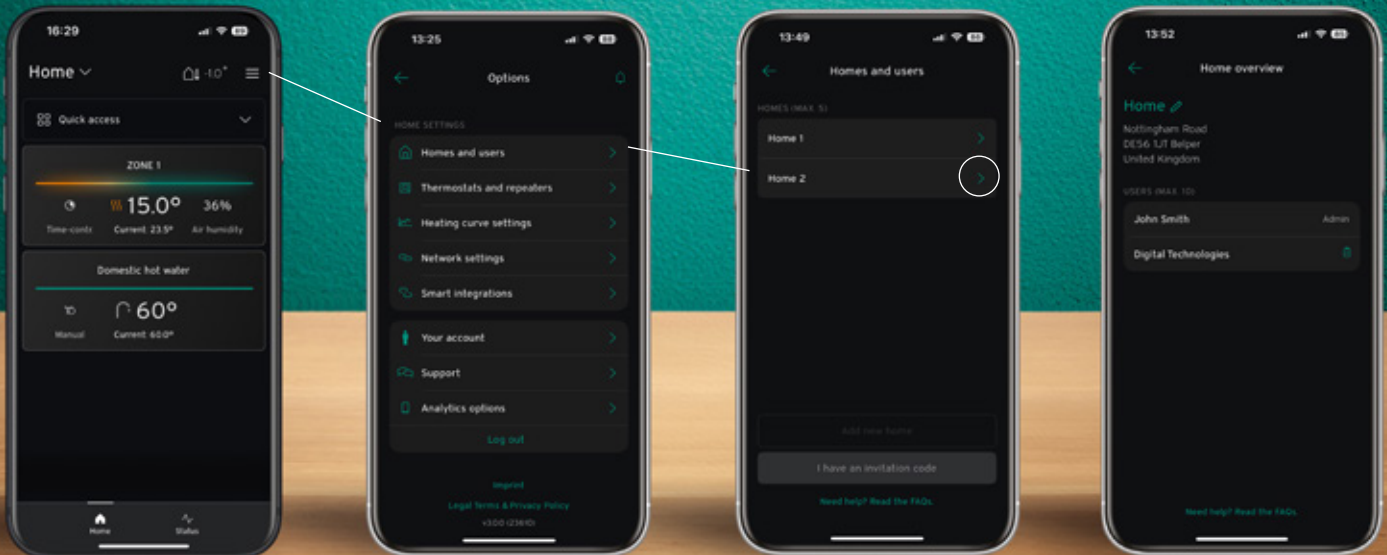
* Energy information may differ depending on appliance model.

Managing homes and users

You can manage multiple homes and users in the settings from the main dashboard.

If you are the main user (admin), you can invite up to 9 other users to control the heating system.

By selecting Invite new user, you may share a code so other users can join and control the heating in your home. Only the admin may add or remove other users.



FAQ's

What do I need to use the myVAILLANT app?

You will need a Vaillant boiler with a myVAILLANT connect internet gateway and one of the following thermostats: sensoCOMFORT, VRC 700, sensoHOME, sensoROOM or sensoROOM pure.
Or, a Vaillant heat pump, with a myVAILLANT connect internet gateway and either a sensoCOMFORT or VRC 700.

Where can I download the myVAILLANT app?

You may download the myVAILLANT app from the Apple App Store or Google Play Store. Minimum of iOS 13.4 or Android 10.0 is required.

How do I update the myVAILLANT app?

Depending on your phone settings, your app may automatically update. If it doesn't you may update the app through the Apple App Store or Google Play Store.

Where can I set my password and what are the password requirements for the myVAILLANT app?

A password for myVAILLANT app has a minimum of 8 characters, and must contain at least 1 of each: an upper-case letter, lower-case letter, numerical digit and a special character. The password will be set as part of creating your [myVAILLANT account](#).

How can I send feedback, ask questions, or report concerns from within the myVAILLANT app? (e.g., security issues)

If you would like to submit any query, concern or feedback, please use the 'send feedback' function in the app. To access the 'customer support' function, select the settings cog in the bottom left of the app screen and you will see 'customer support' toward the bottom of the screen. Once your message has been raised, our app support team will reply and update you by email. Replies will be sent to the email address used to set up the myVAILLANT account.

For more information, please watch the following videos:

[How to set up your myVAILLANT connect with an iOS device](#)

[How to set up your myVAILLANT connect with an Android phone](#)

[myVAILLANT connect: solving connectivity issues](#)

[Connecting your Vaillant heating system with Amazon Alexa](#)



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myVAILLANT app updates

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If you require further assistance,
please contact us via email at
app.support@vaillant-group.com

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