Vaillant

advance

iOS and Android App (3.0)

Guide to Product Registration, Benchmark and Gas Safe Notifications

Available on the App Store

ANDROID APP ON Google play

Step 1

Dashboard

The Dashboard

1.0 The Dashboard is the hub of the Advance App where all of its features can be accessed. It is presented after signing-in with your Advance sign-in details or if you're already signed in, when you start up the App.

Step 1

Dashboard / Advance

The Dashboard

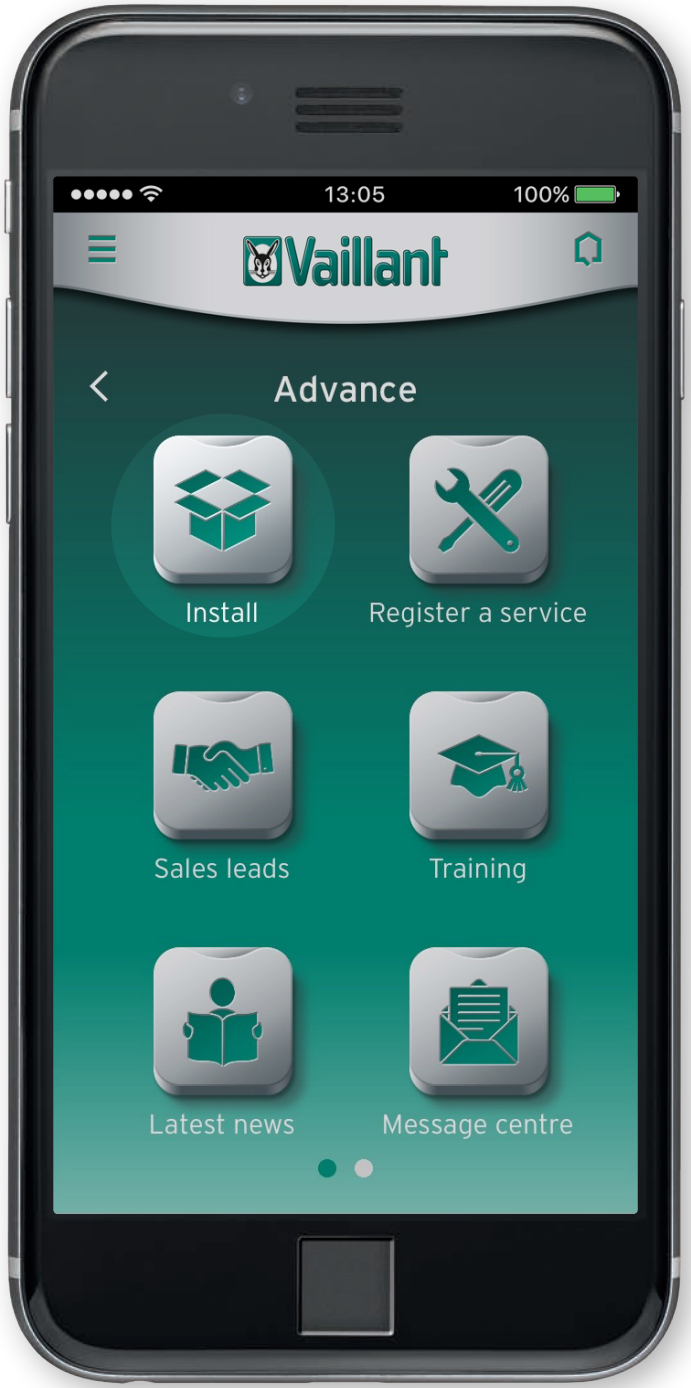
1.1 To access features specific to your Advance account, touch the 'Advance' button.

Step 2

Dashboard / Advance

Advance menu

2.0 To register a new installation, start by pressing the 'Install' button.



Step 2

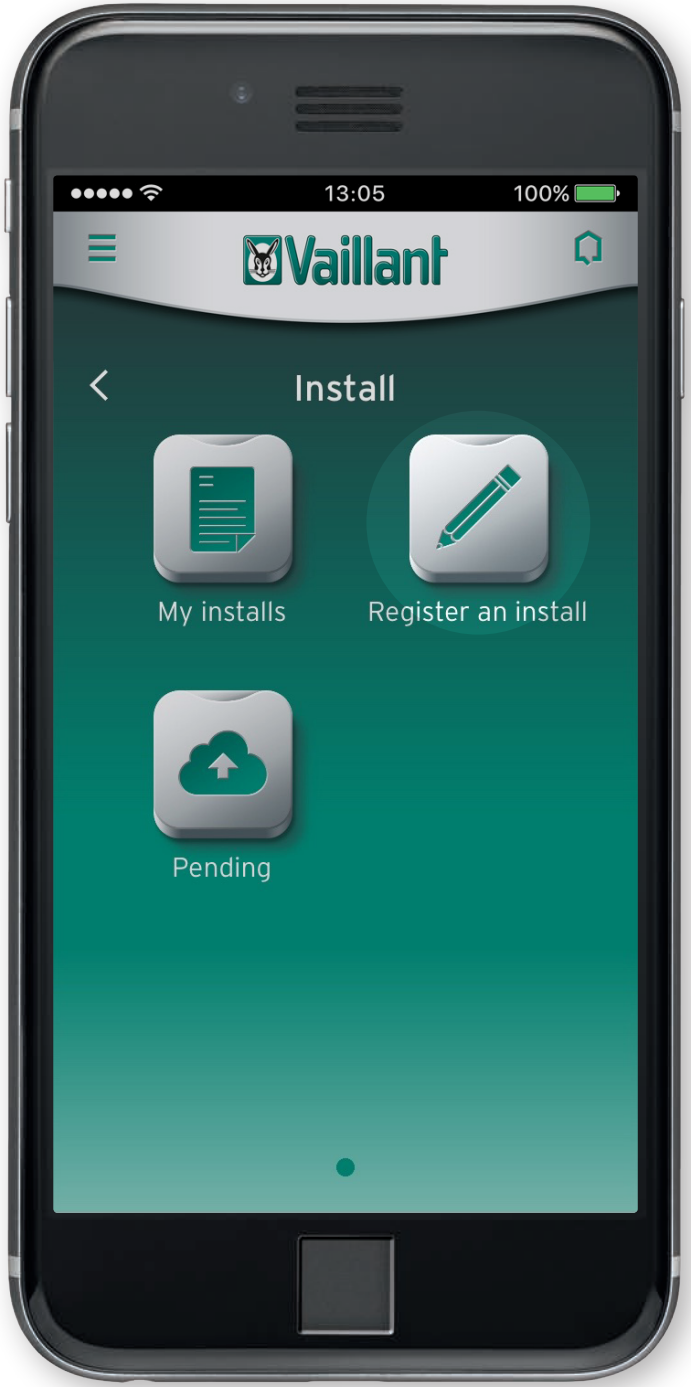
Dashboard / Advance / Install

Install menu

2.1 Once in the 'Install' menu press the 'Register an install' button.

There's also handy shortcut button to 'Register an install' on the dashboard -

Dashboard shortcut

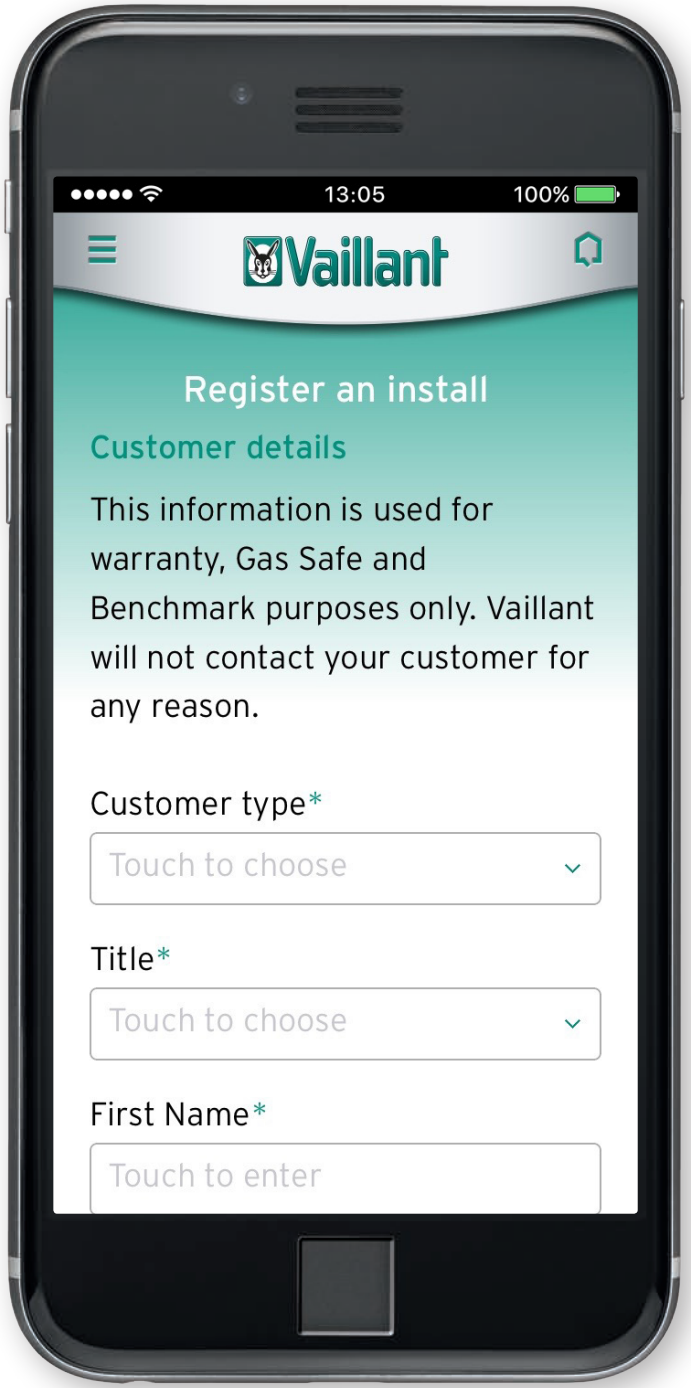


Step 3

Dashboard / Advance / Install / Register an install

Register an install

3.0 Tap on each field to enter your customer's details.



Step 3

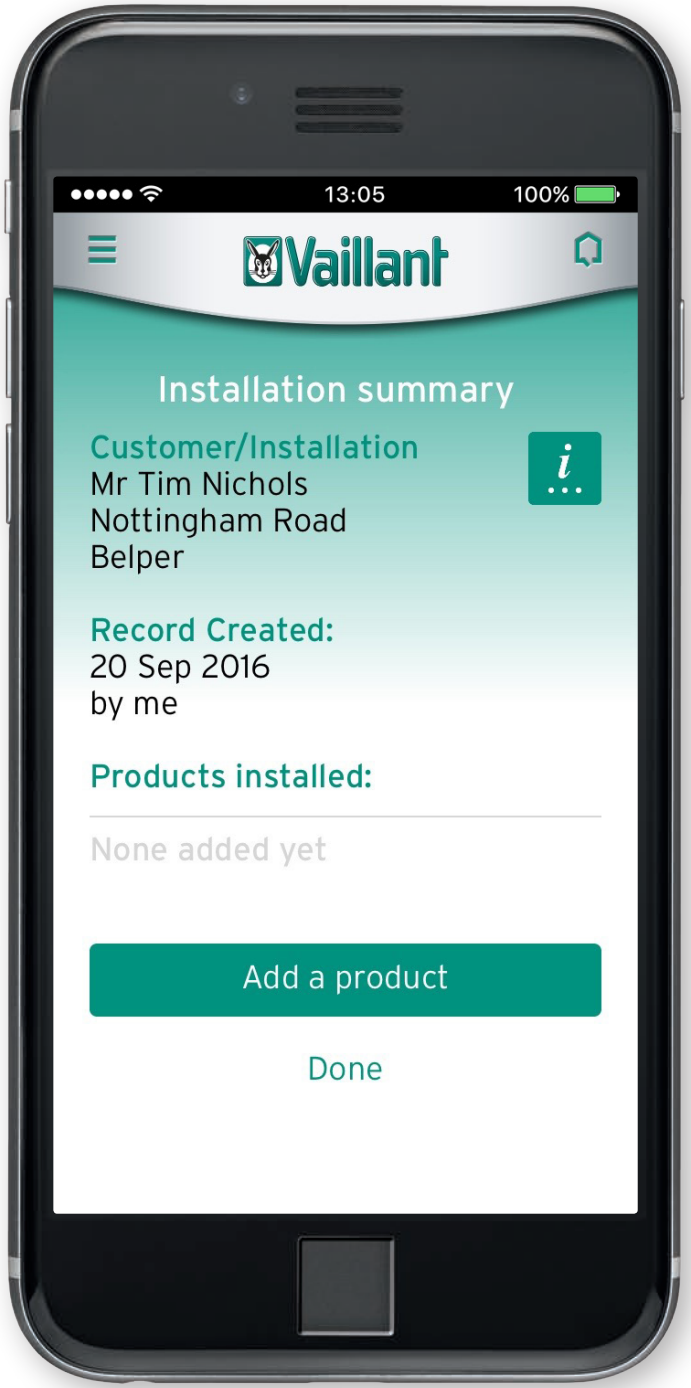
Dashboard / Advance / Install / My installs / Installation summary

Installation summary

3.1 Once completed, you will see the installation summary page.

If you leave this page, you can find this installation again by selecting the following from the Dashboard:

Dashboard / Advance / Install / My installs

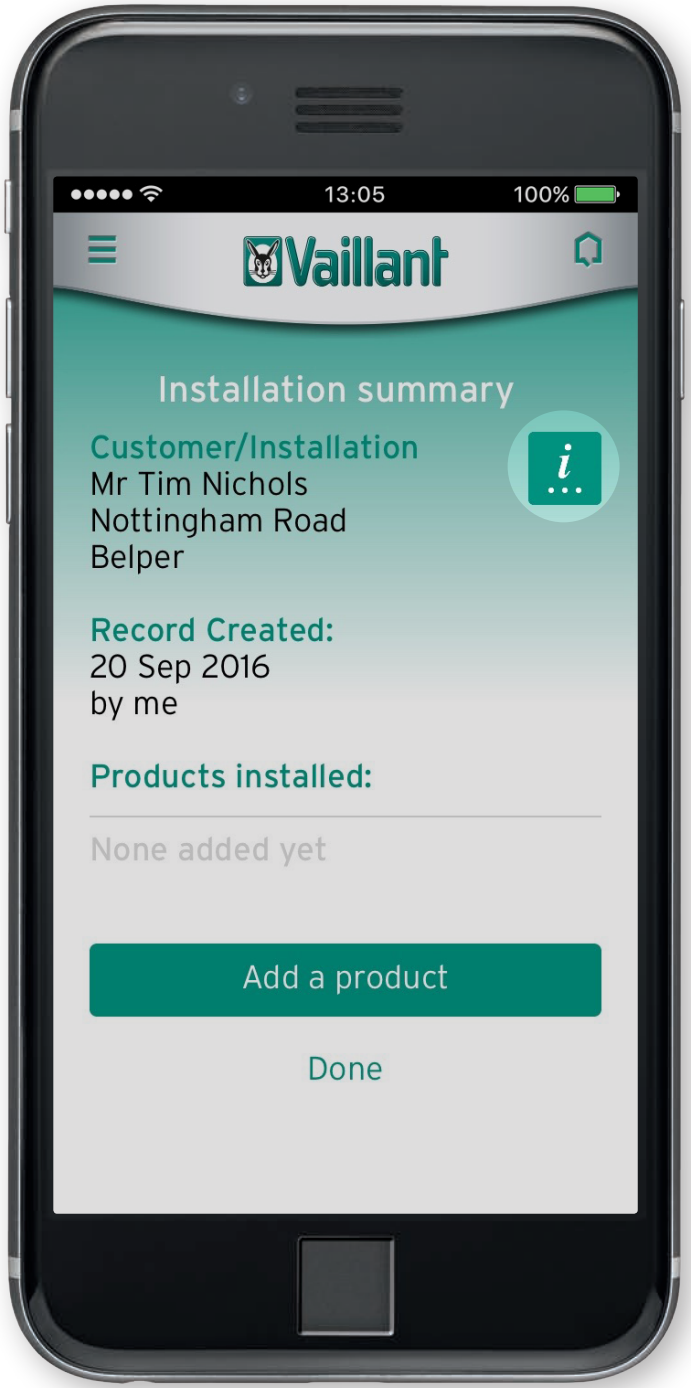


Step 3

Dashboard / Advance / Install / My installs / Installation summary

Installation summary

3.2 On this screen, you will see an overview of your customer's details to help identify the installation. For an expanded view, press the 'Information button':



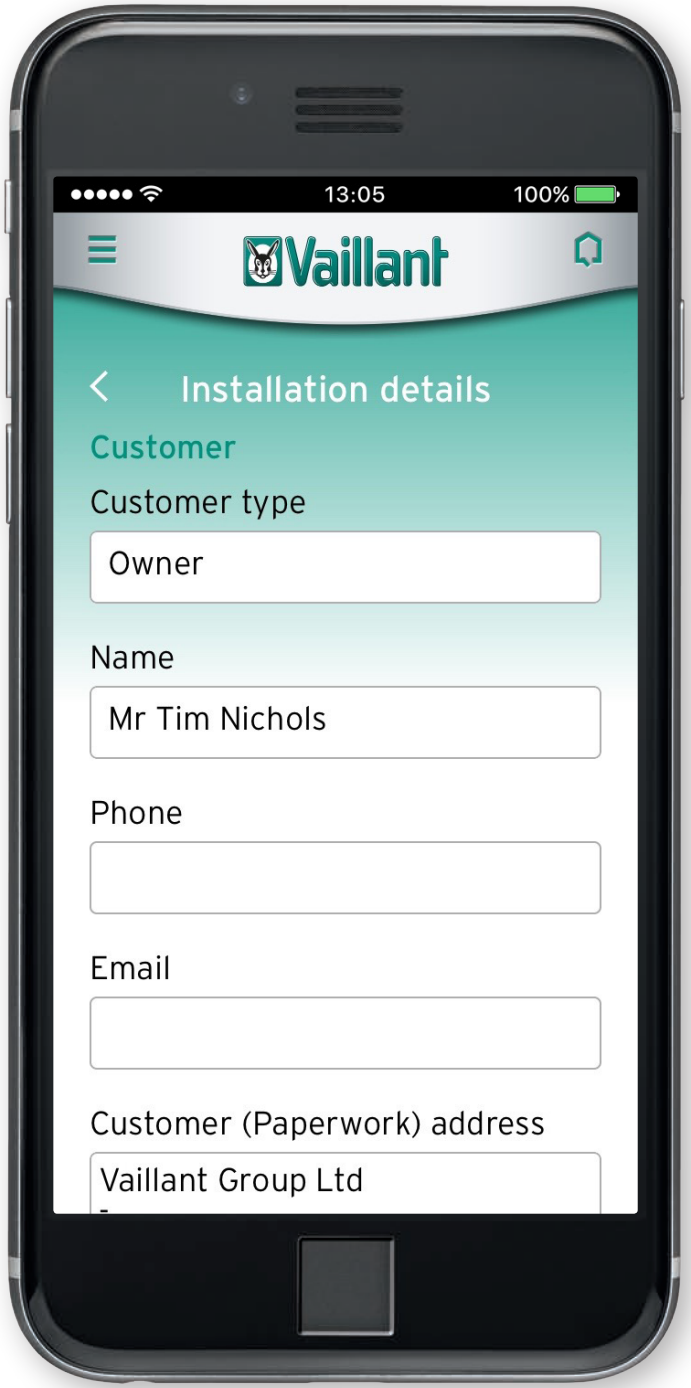
Step 3

Dashboard / Advance / Install / My installs / Installation summary /Installation details

Installation details

3.3 After pressing the 'Information button', you will see all the details.

3.4 Press the 'Back to summary' key to return to the 'Installation summary' page.

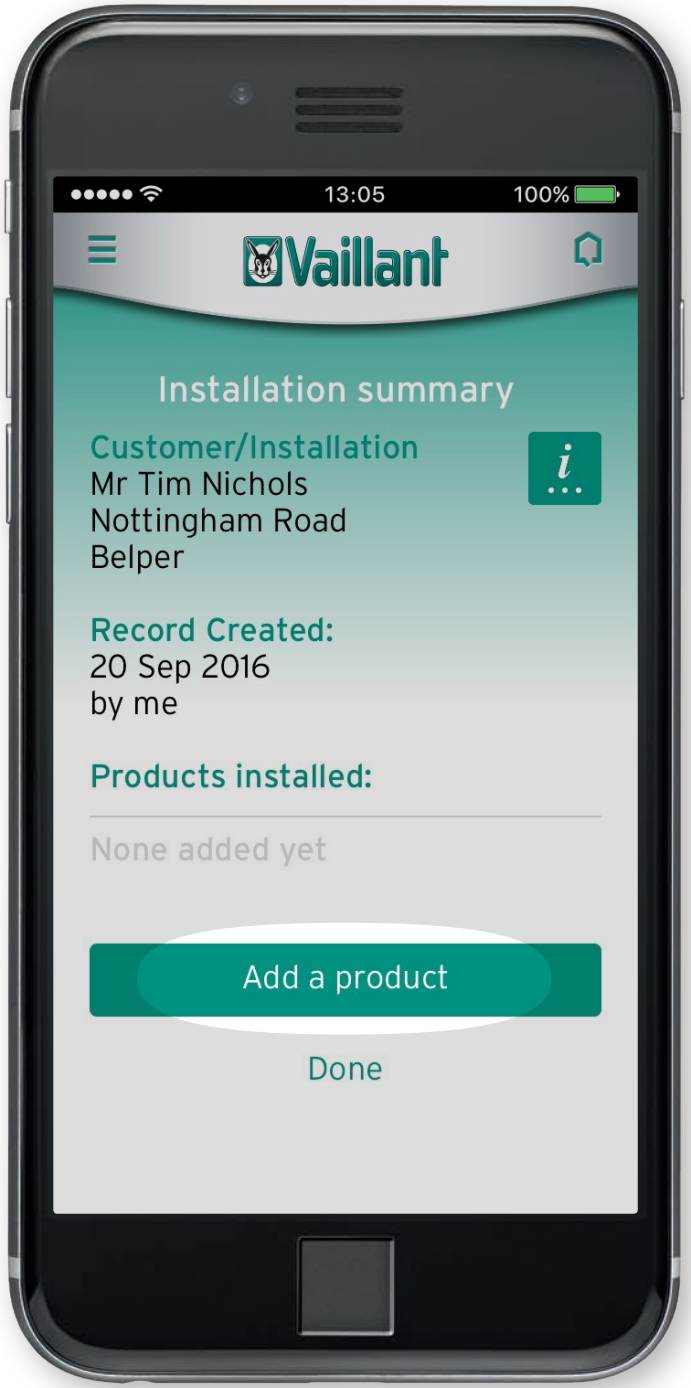


Step 4

Dashboard / Advance / Install / My installs / Installation summary

Add a product

4.0 To add a product, press the 'Add a product' button



Step 4

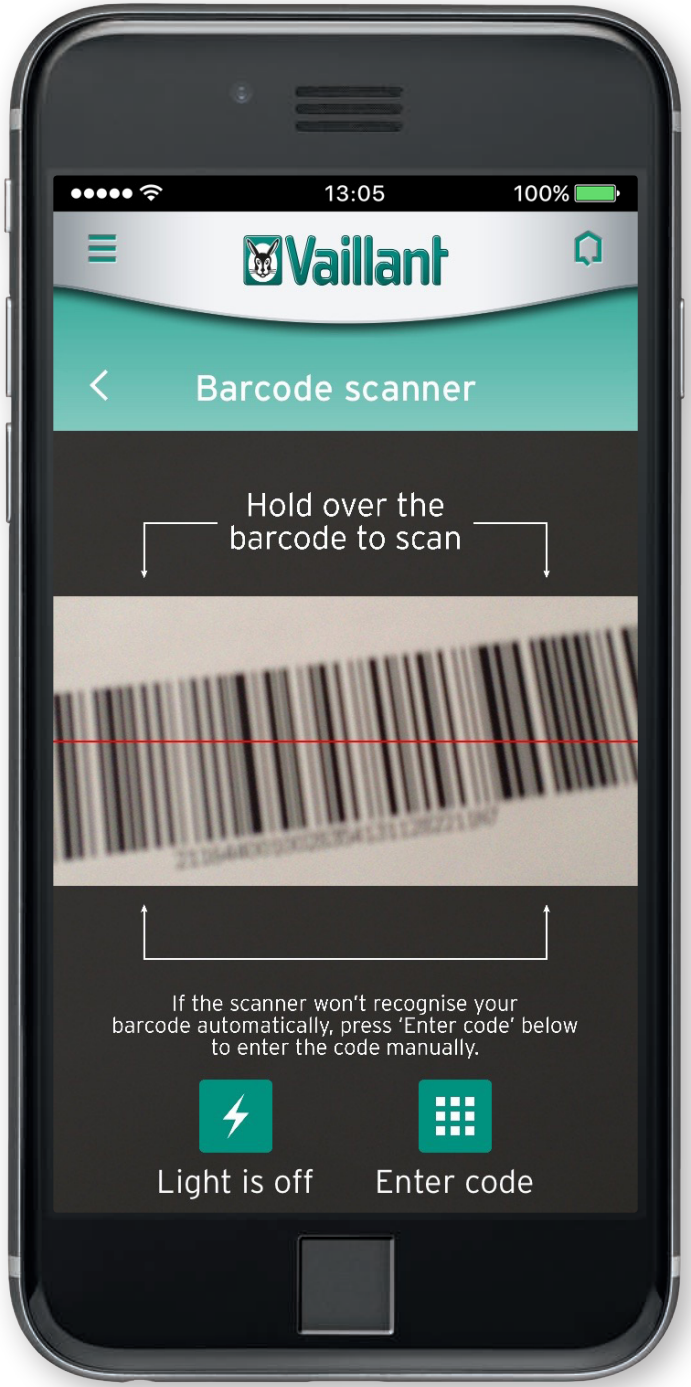
Dashboard / Advance / Install / My installs / Installation summary / Add a product

Barcode scanner

4.1 The barcode scanner will be activated. Position the products serial number barcode in the Barcode scanner window and the code should automatically be identified.

If there's low light, try activating the devices in built in lamp*

Alternatively, you can enter the serial number manually by tapping on the 'Enter code' button.



*Not all devices feature a lamp.

Step 4

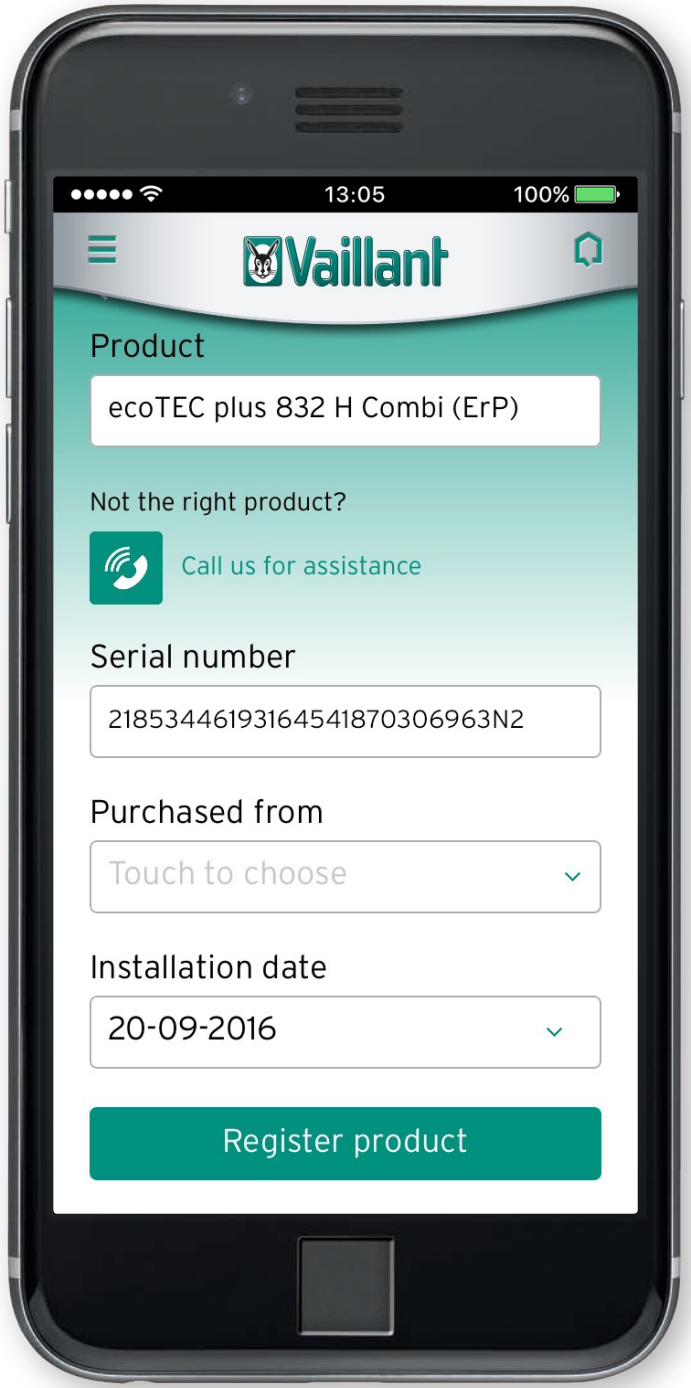
Dashboard / Advance / Install / My installs / Installation summary / Add a product

Add a product

4.2 If the barcode is validated, the product details will appear on the screen.

4.3 Enter where the product was purchased from and change the installation date if required.

4.3 Press 'Register product'



Step 4

Dashboard / Advance / Install / My installs / Installation summary / Add a product

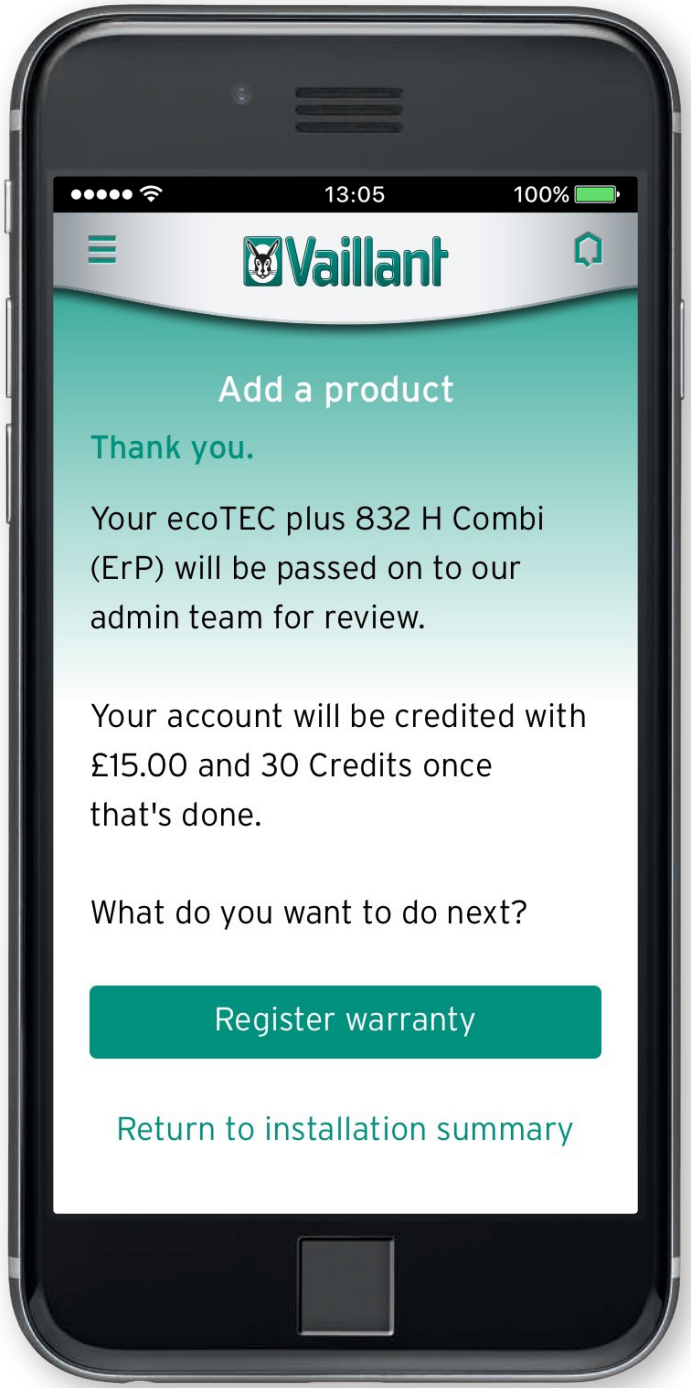
Add a product

4.4 You will now see a page confirming that the product has been registered successfully and any rewards are shown.

4.5 You can now go on to register a warranty, or return to the installation summary.

- To return to the installation summary now, continue to Step 4.6 on the next page (You can register the warranty later from the summary page).

- To carry on and register a warranty now, press the 'Register warranty' button and skip to Step 5.1 in this guide.



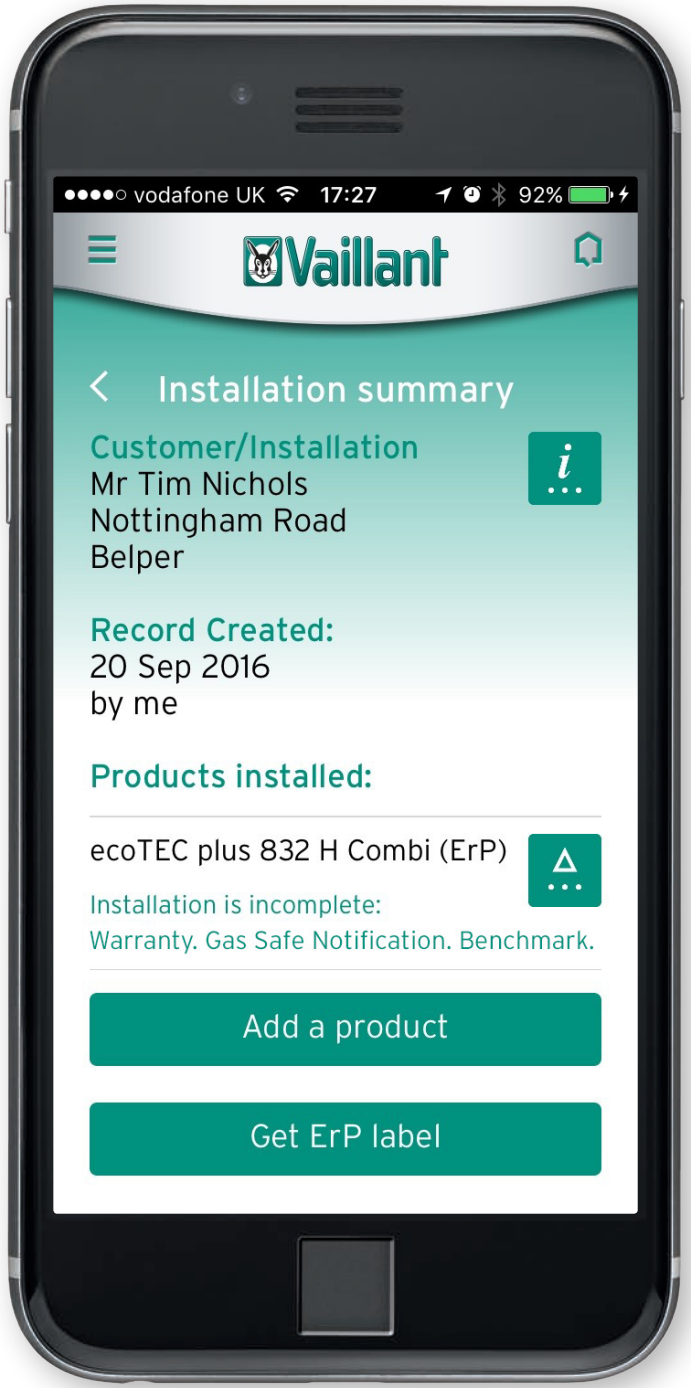
Step 4

Dashboard / Advance / Install / My installs / Installation summary

Installation summary

4.6 You can now see the products that have been registered at the installation address.

Continue to press 'Add a product' to add as many products as required.



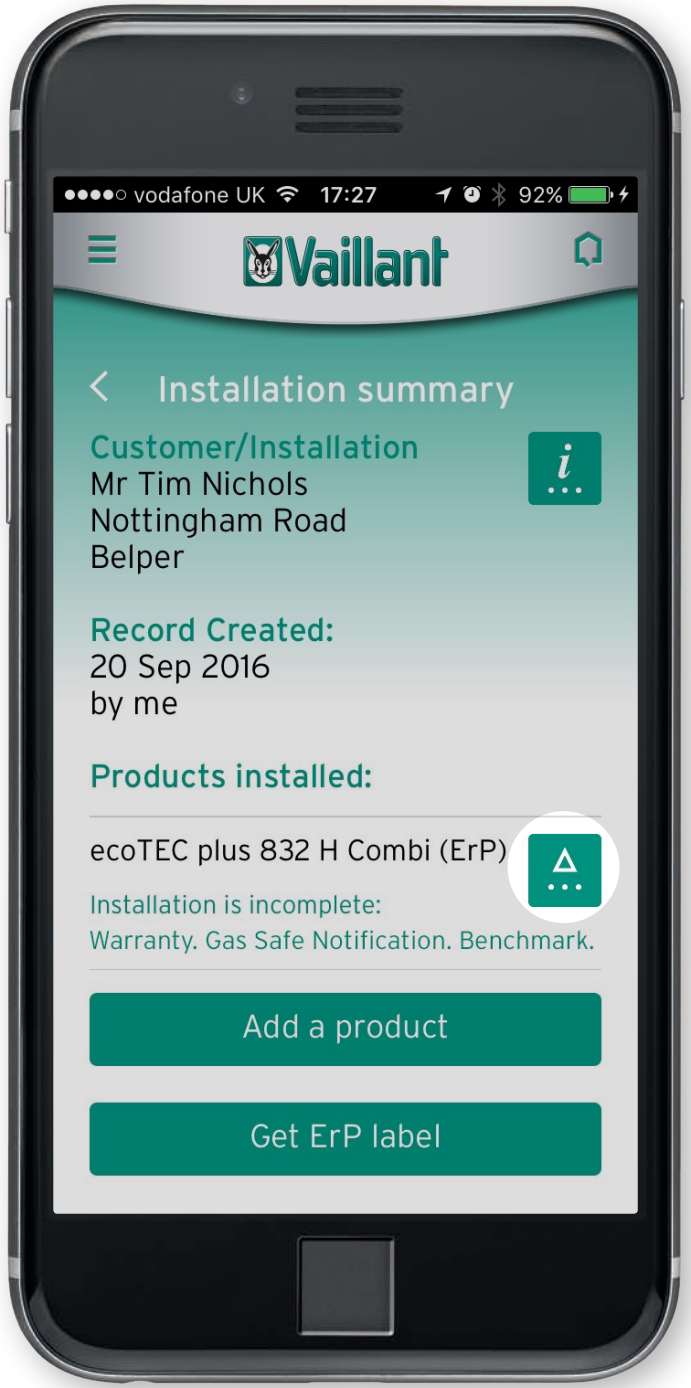
Step 4

Dashboard / Advance / Install / My installs / Installation summary

Installation summary

4.7 Press the 'more' button to view the product detail and add options such as;

- Add a warranty (Step 5.1)
- Notify Gas Safe (Step 6.0)
- Register with Benchmark (Step 7.0)

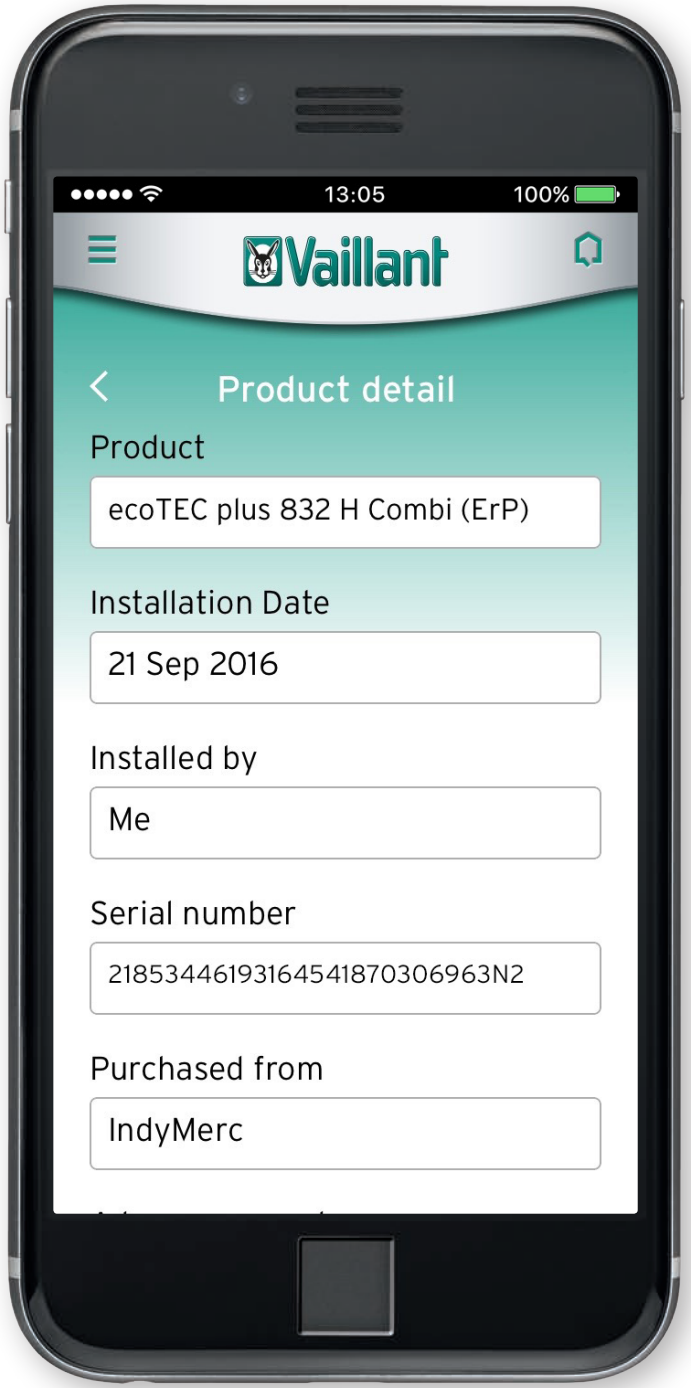


Step 4

Dashboard / Advance / Install / My installs / Installation summary / Product detail

Product detail

4.8 View the details and scroll down for further options.



Step 4

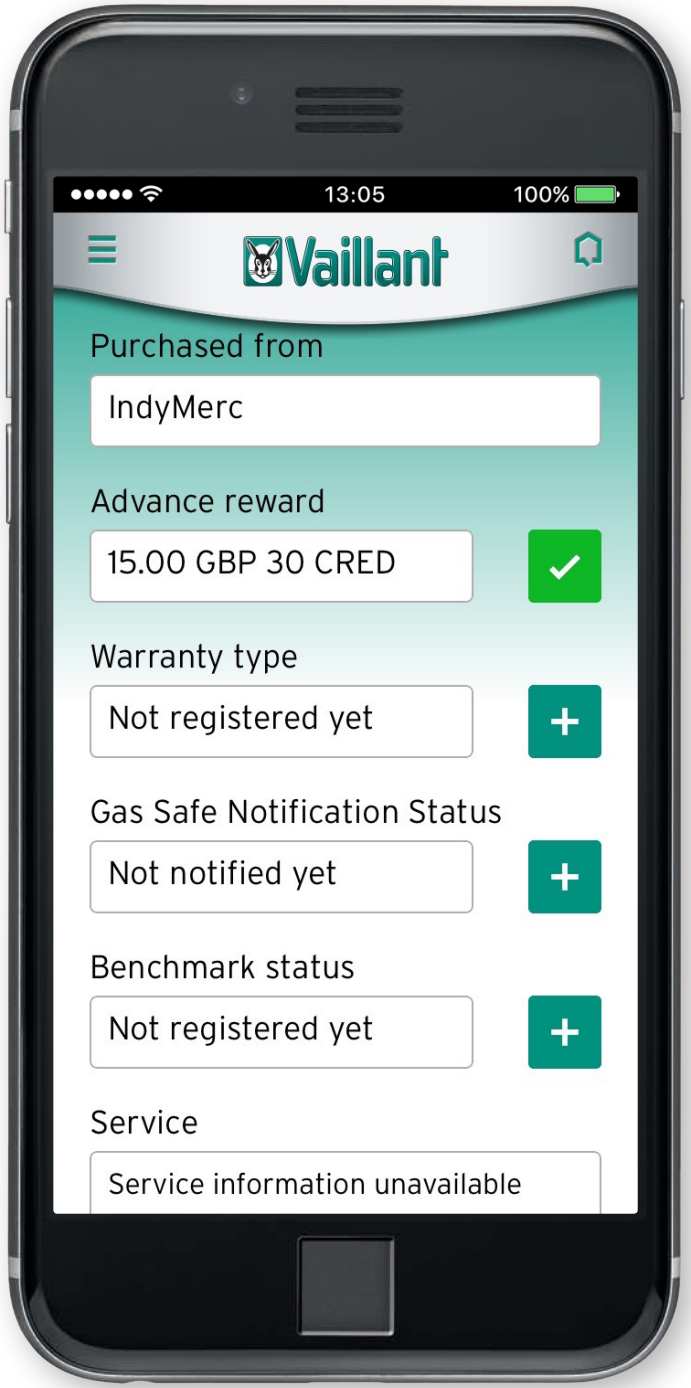
Dashboard / Advance / Install / My installs / Installation summary / Product detail

Product detail

4.9 A green tick shows that something has been completed.

As can be seen here, the Advance rewards have been applied but there are options available to;

- Add a warranty (Step 5.1)
- Notify Gas Safe (Step 6.0)
- Register with Benchmark (Step 7.0)

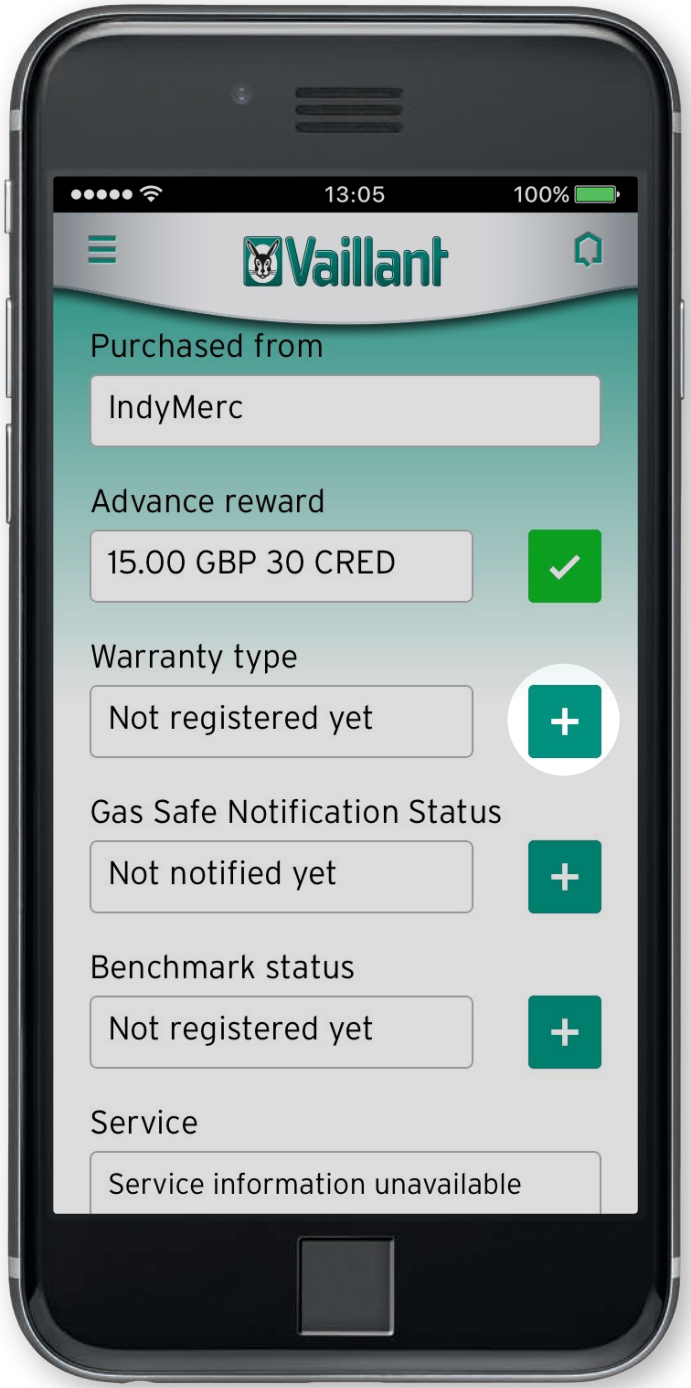


Step 5

Dashboard / Advance / Install / My installs / Installation summary / Product detail

Register a warranty

5.0 To register a warranty, press the warranty 'add' button.

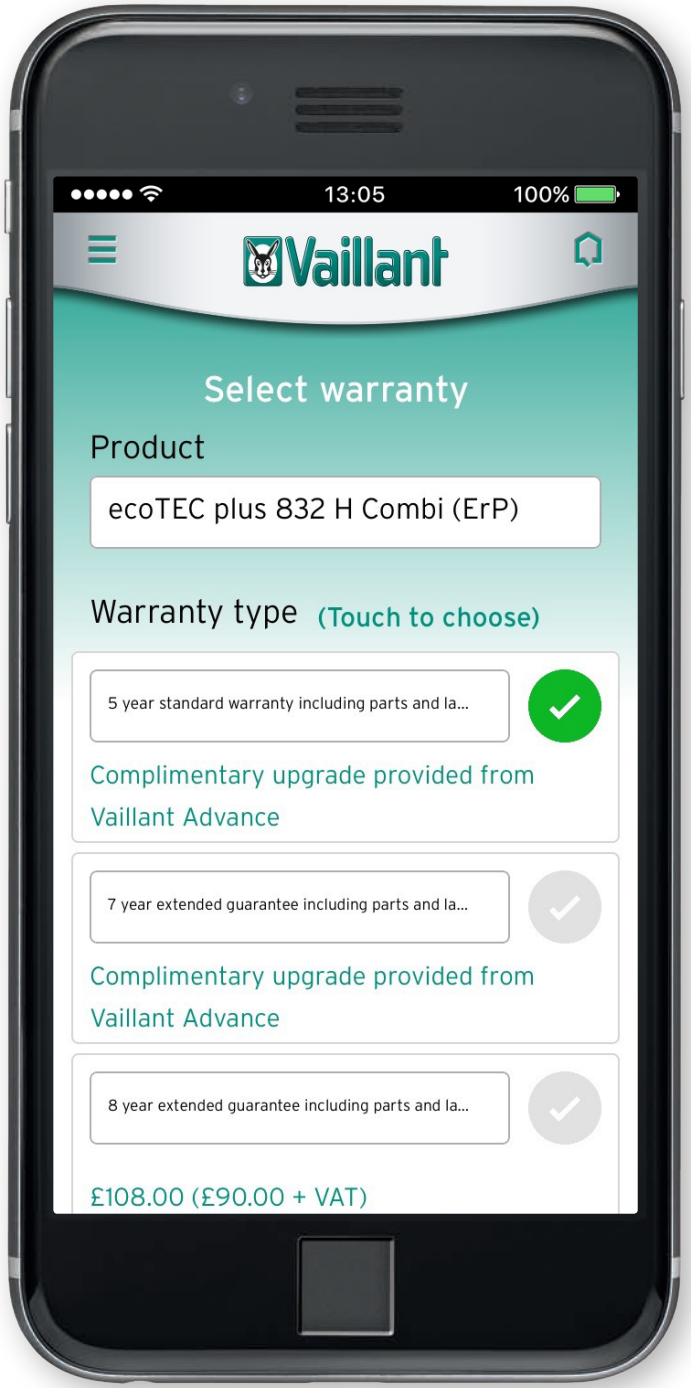


Step 5

Dashboard / Advance / Install / My installs / Installation summary / Product detail / Register a warranty

Register a warranty

5.1 Scroll down the page to view available warranties



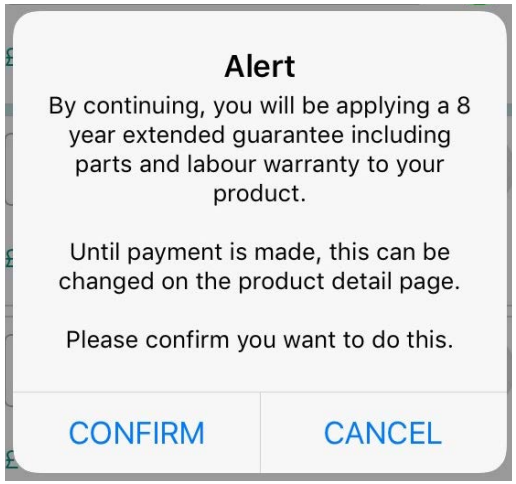
Step 5

Dashboard / Advance / Install / My installs / Installation summary / Product detail / Register a warranty

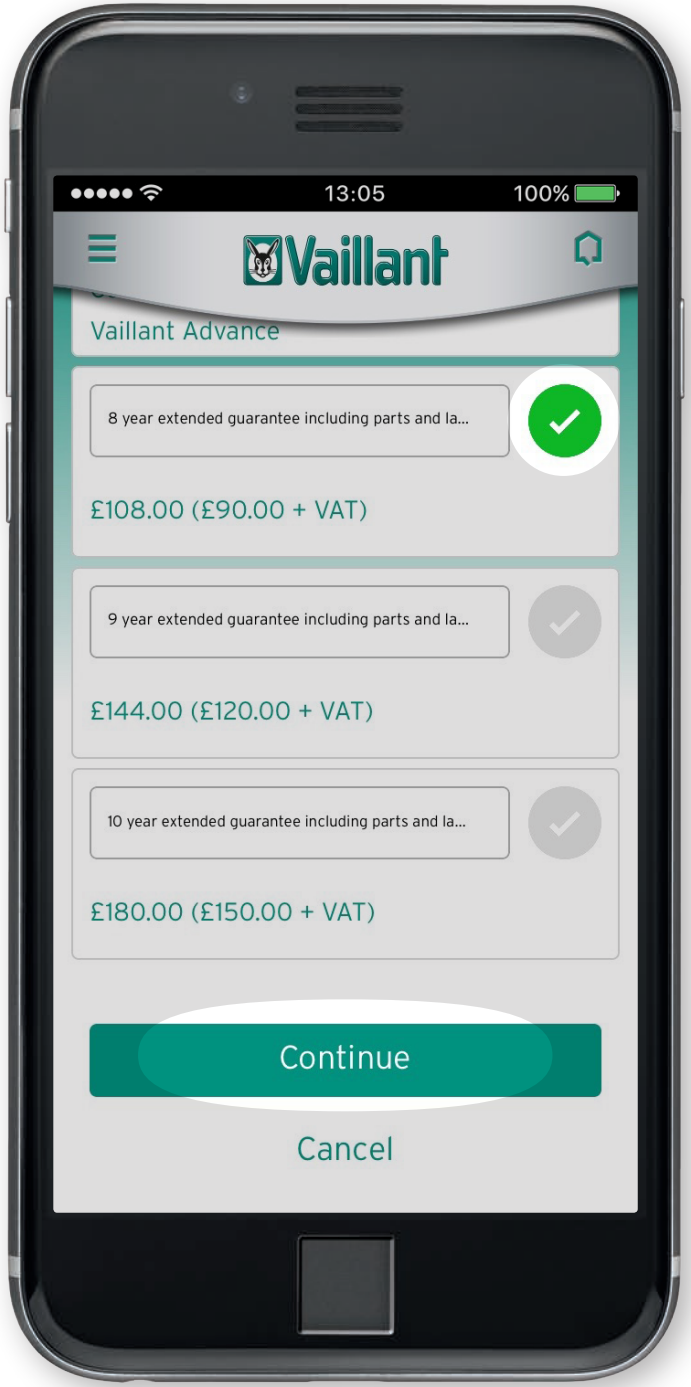
Register a warranty

5.2 Select the desired warranty and press 'Continue'.

N.B Selecting a paid for warranty will cause this alert to be displayed:



This is shown because if you press 'Cancel' at any point AFTER you press 'CONFIRM' on this alert, the warranty will still be applied to the product, although you will have the opportunity to change it until it is paid for.



Step 5

Dashboard / Advance / Install / My installs / Installation summary / Product detail / Register a warranty

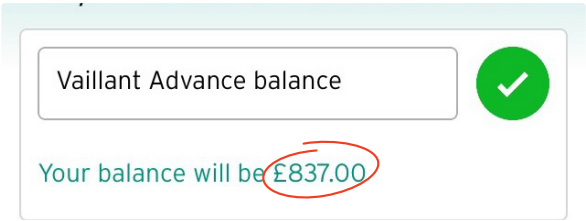
Register a warranty

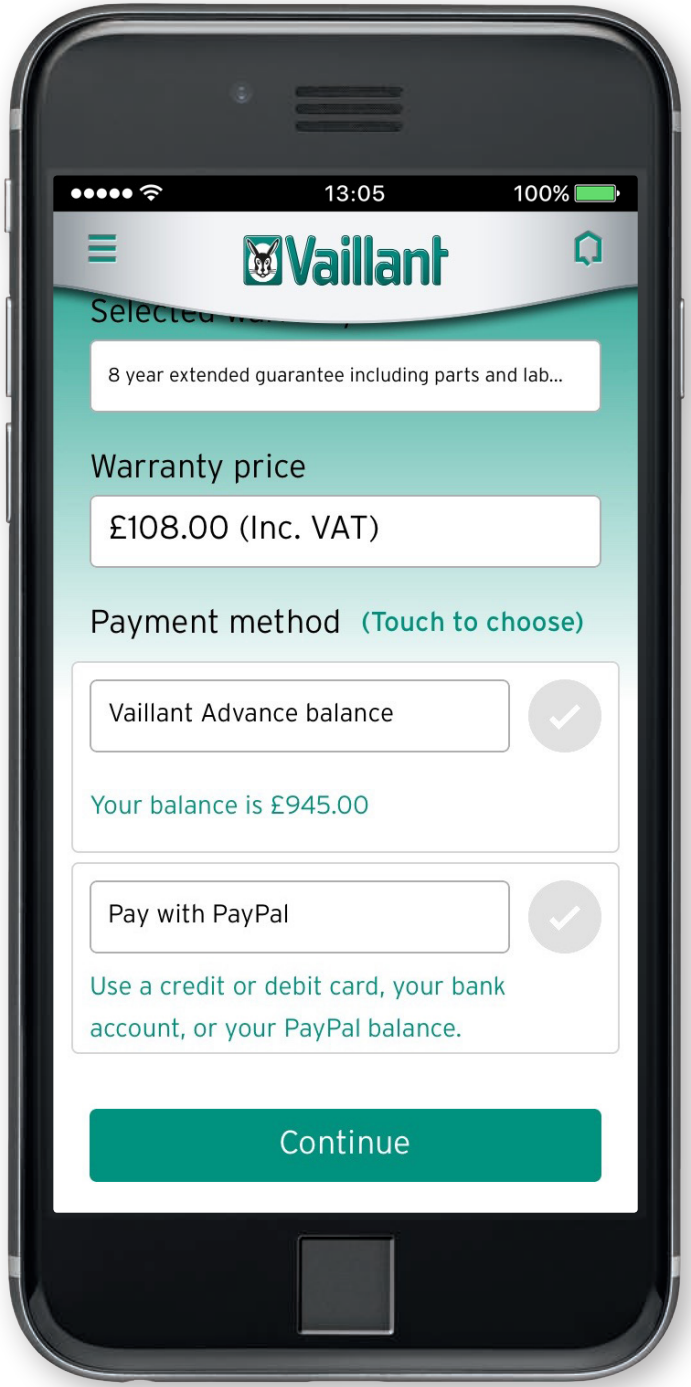
5.3 Select the desired payment method.

You can either pay using your Advance balance (dependant on available funds), a Credit / Debit Card* or with a PayPal™ account.

NB *PayPal is the Credit / Debit Card processing agent.
You will receive email confirmation of payment from PayPal™.

5.4 You will notice that if you choose 'Vaillant Advance balance' you are shown what your balance will be if you choose this method -





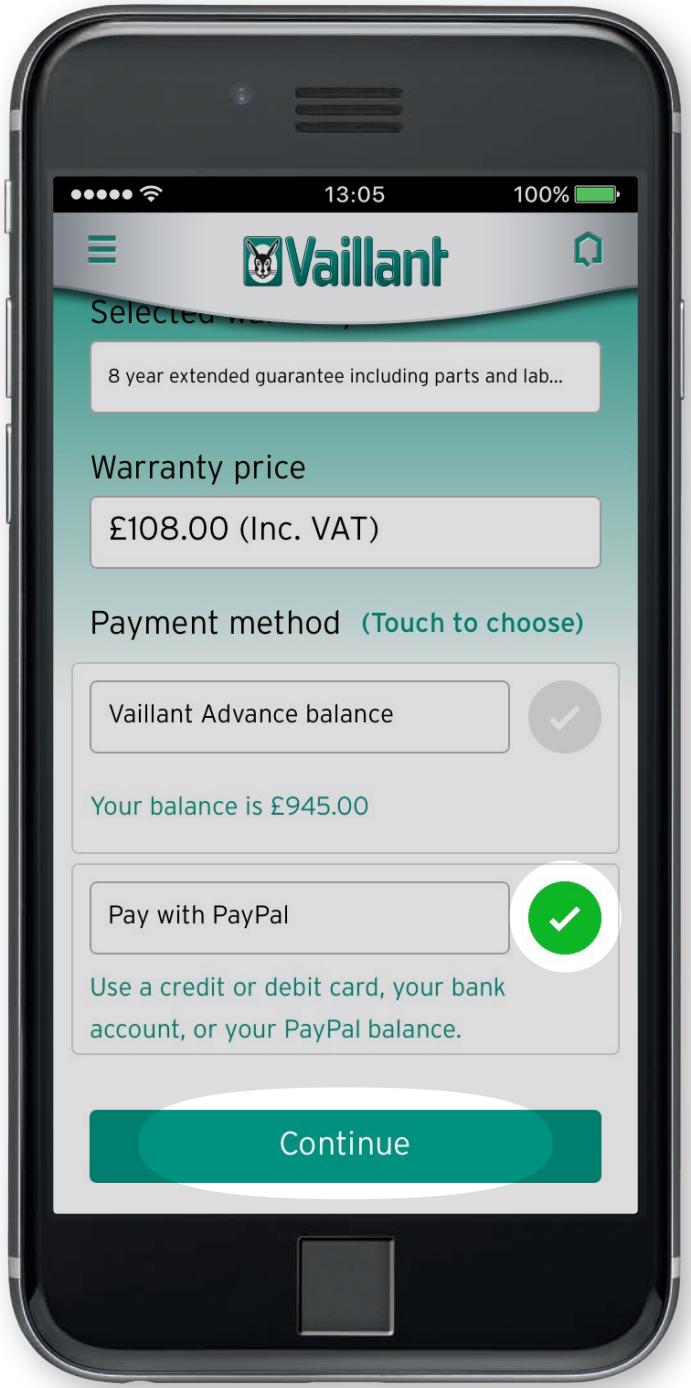
Step 5

Dashboard / Advance / Install / My installs / Installation summary / Product detail / Register a warranty

Register a warranty

5.5 To pay by Credit / Debit Card* or with a PayPal™ account, tap on that option and press 'Continue'

NB *PayPal is the Credit / Debit Card processing agent.
You will receive email confirmation of payment from PayPal™.



Step 5

Dashboard / Advance / Install / My installs / Installation summary / Product detail / Register a warranty

Register a warranty

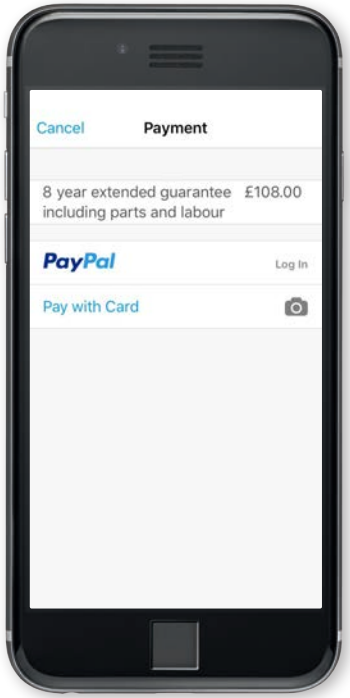
5.6 Now choose whether to pay by PayPal™ account or with a Credit / Debit Card*.

5.7a If you chose to pay with a Credit/Debit Card, fill in the payee's card number details and press 'Charge Card'*.

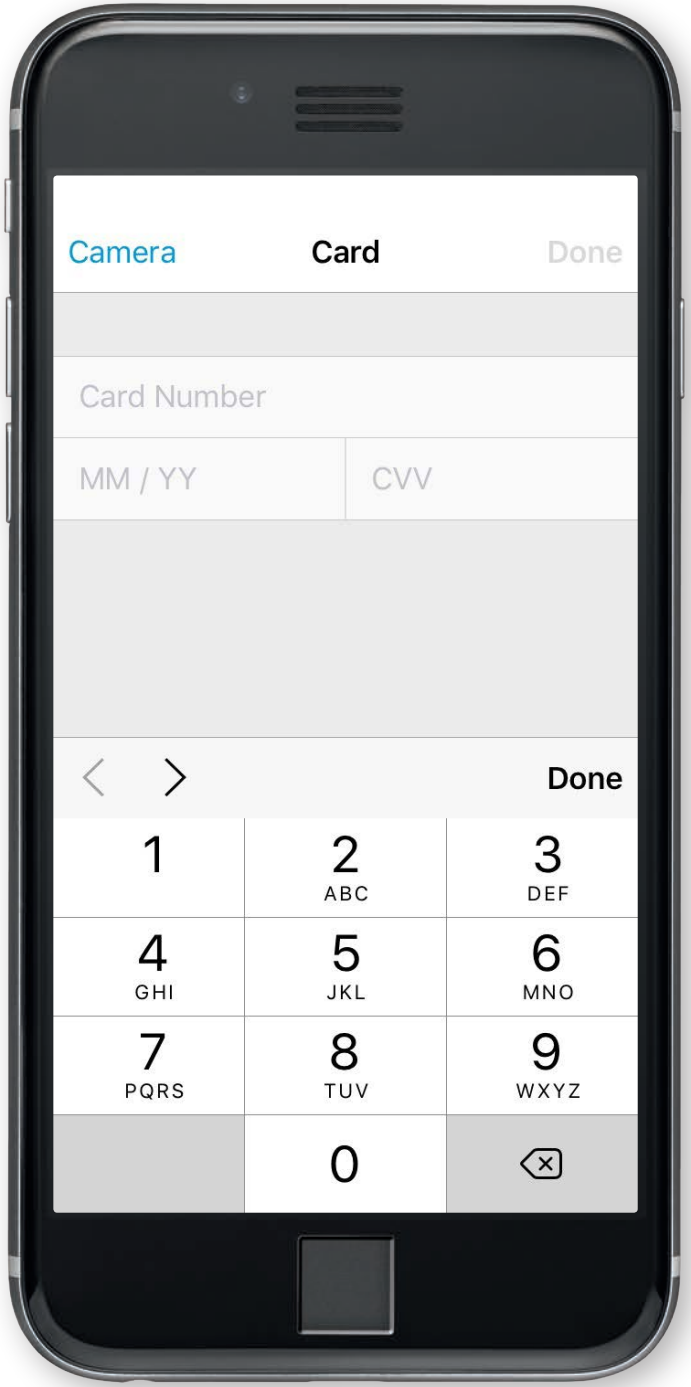
A handy feature is you can use the 'Camera' function to scan the card which will enter the card details for you.

5.7b If you chose to pay with a PayPal™ account, sign in with your PayPal™ account details.

NB *PayPal is the Credit / Debit Card processing agent.
You will receive email confirmation of payment from PayPal™.



‹ PayPay™ payment type screen



Step 5

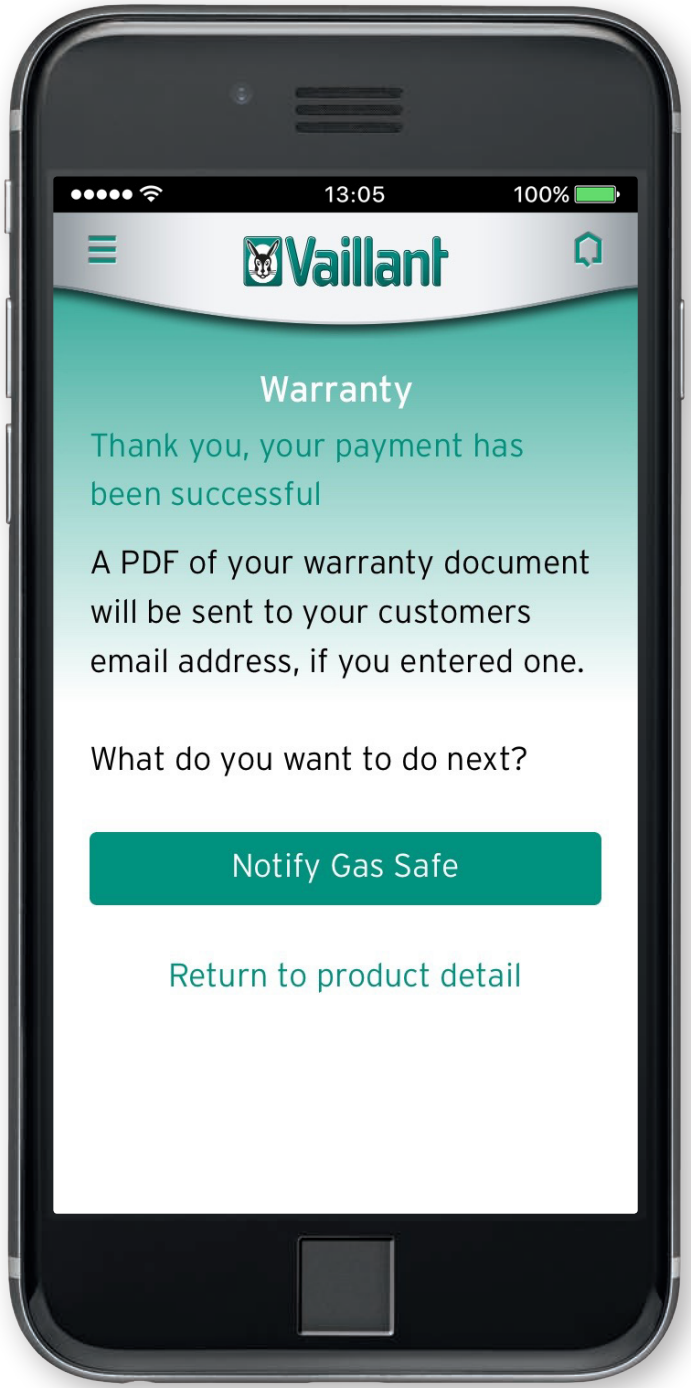
Dashboard / Advance / Install / My installs / Installation summary / Product detail / Register a warranty

Register a warranty

5.7.1 If you elected to pay with your Advance balance, you will see the following screen.

5.8 You can now either choose to notify Gas Safe, or return to the installation summary.

- To return to the installation summary now, see Step 4.6 (You can notify Gas Safe later from the summary page).
- If you wish to notify Gas Safe now, press the 'notify Gas Safe' button and see Step 6.



Step 5

Dashboard / Advance / Install / My installs / Installation summary / Product detail / Register a warranty

Register a warranty

5.7.2 If you elected to pay by Credit / Debit Card* or a PayPal™ account, you will see the following screen.

If the payment was unsuccessful you will be able to try again.

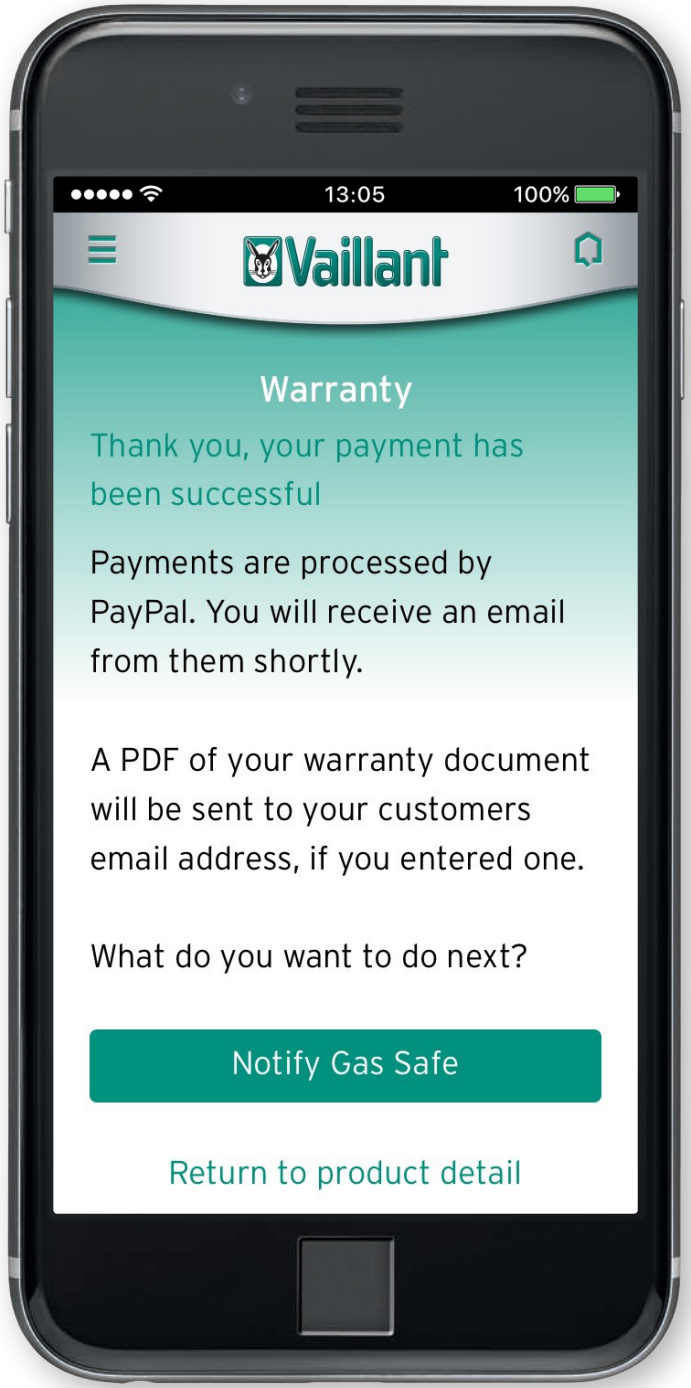
If you continue to experience problems, please call the Advance team on;

01865 893 309

NB *PayPal is the Credit / Debit Card processing agent.
You will receive email confirmation of payment from PayPal™.

5.8 You can now either choose to notify Gas Safe, or return to the installation summary.

- To return to the installation summary now, see Step 4.6 (You can notify Gas Safe later from the summary page).
- If you wish to notify Gas Safe now, press the 'notify Gas Safe' button and see Step 6.

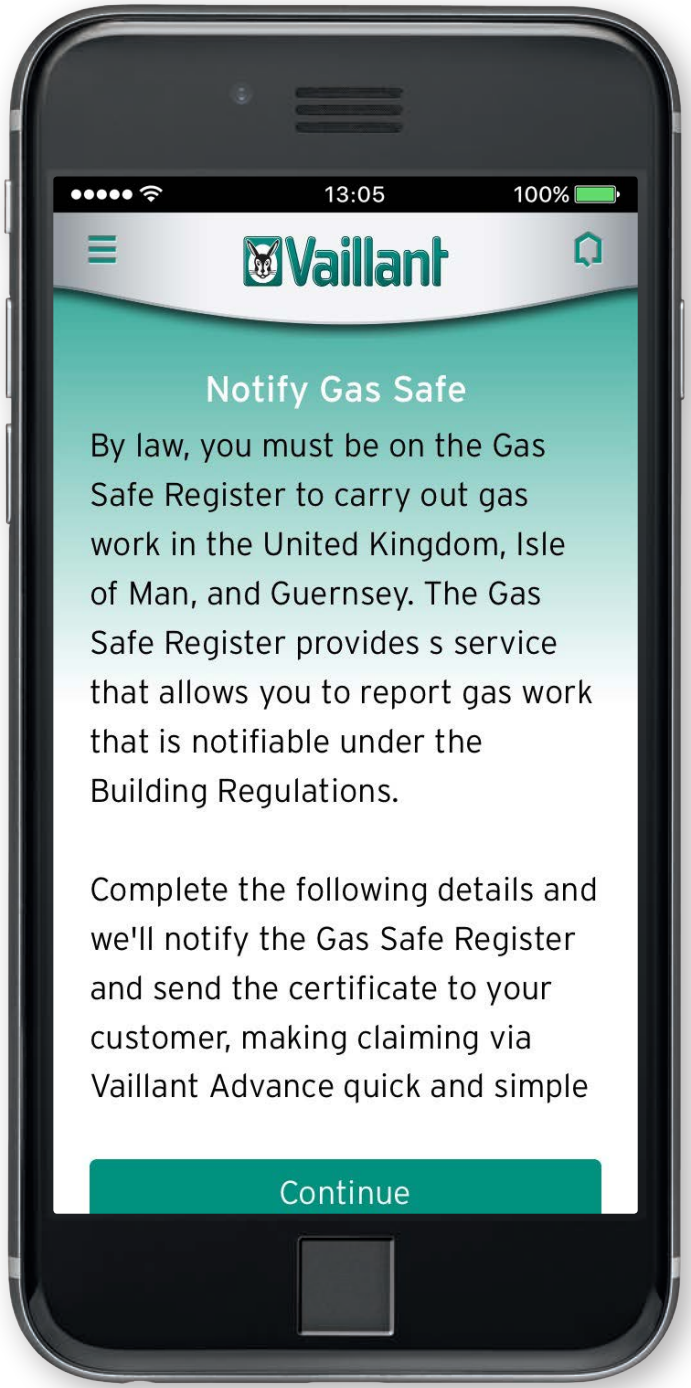


Step 6

Dashboard / Advance / Install / My installs / Installation summary / Product detail / Notify Gas Safe

Notify Gas Safe

6.0 After selecting the 'Notify Gas Safe' you will see this information screen.



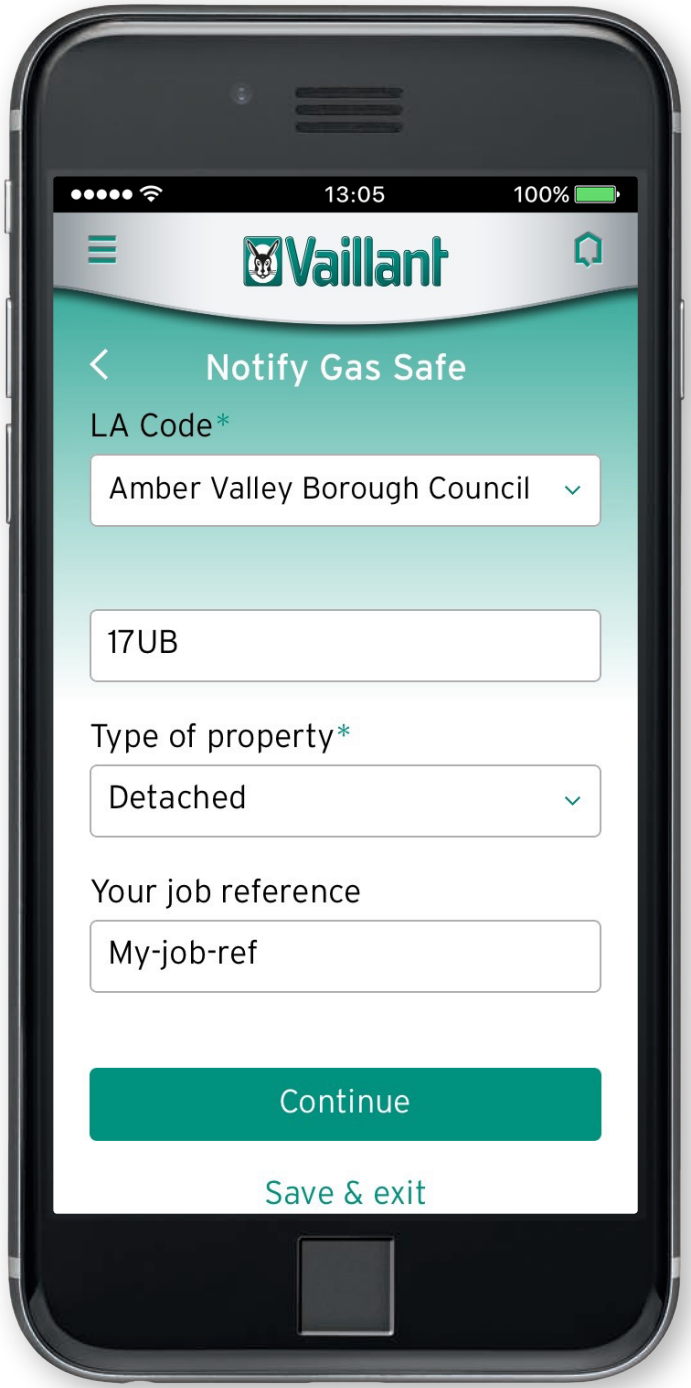
Step 6

Dashboard / Advance / Install / My installs / Installation summary / Product detail / Notify Gas Safe

Notify Gas Safe

6.1 Enter the required details and press 'Continue'

6.2 Alternatively, press 'Save & exit' to return to the 'Installation summary'. Your progress so far will be saved.

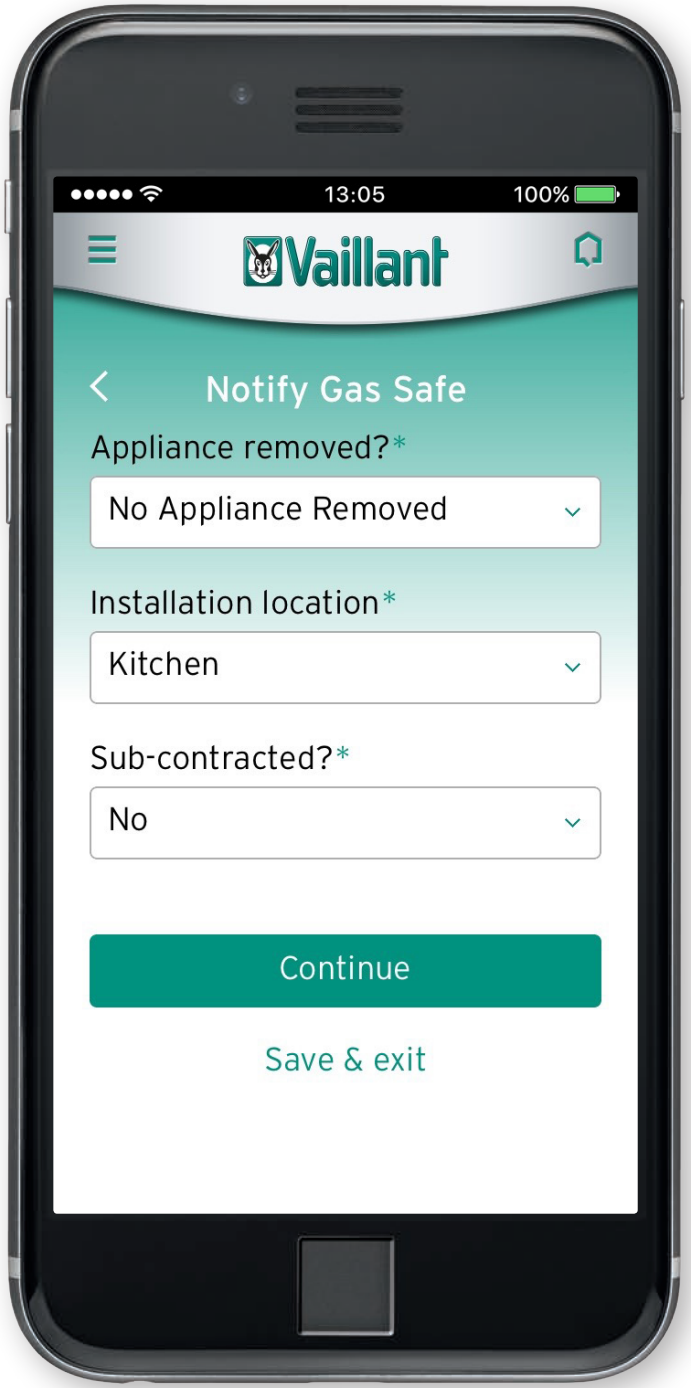


Step 6

Dashboard / Advance / Install / My installs / Installation summary / Product detail / Notify Gas Safe

Notify Gas Safe

6.3 Enter the required details and choose whether the work was sub-contracted or not.



Step 6

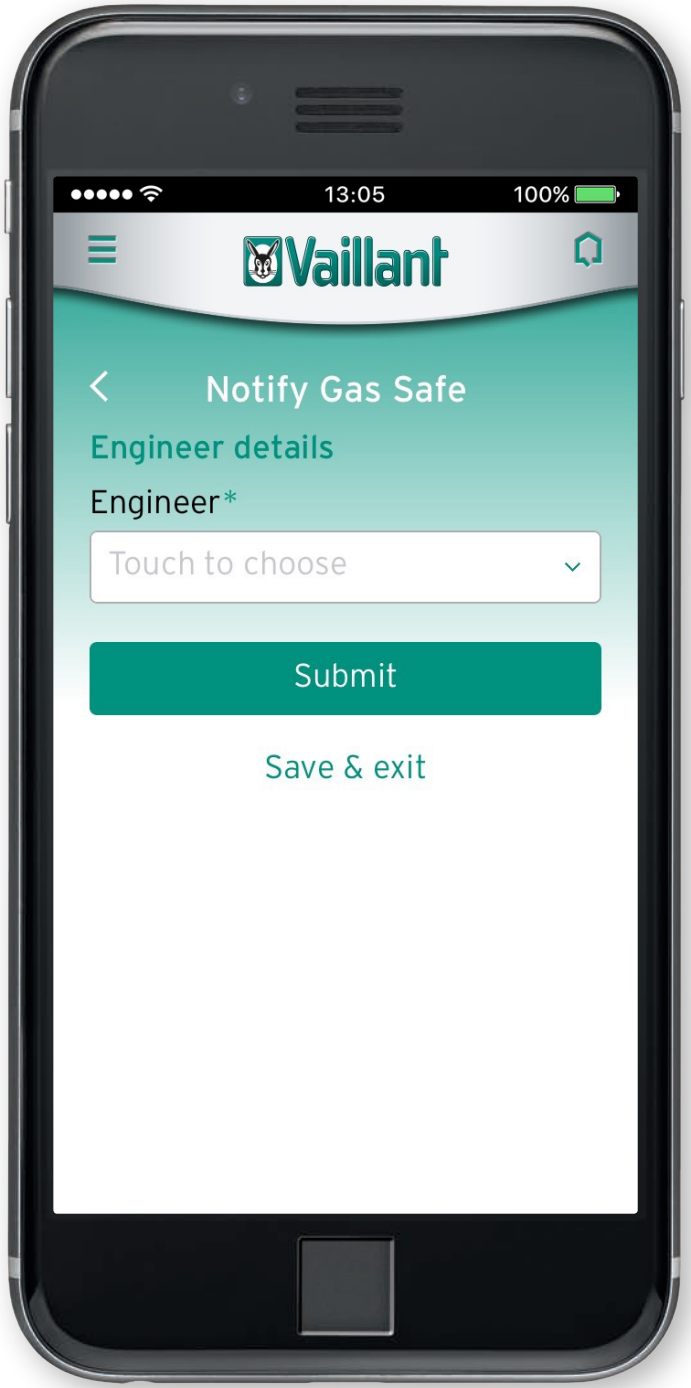
Dashboard / Advance / Install / My installs / Installation summary / Product detail / Notify Gas Safe

Notify Gas Safe

6.4a If 'Sub-contracted' was not chosen, you will see this screen.

6.5a Choose an 'Engineer' from the list.

6.6a Press 'Submit'



Step 6

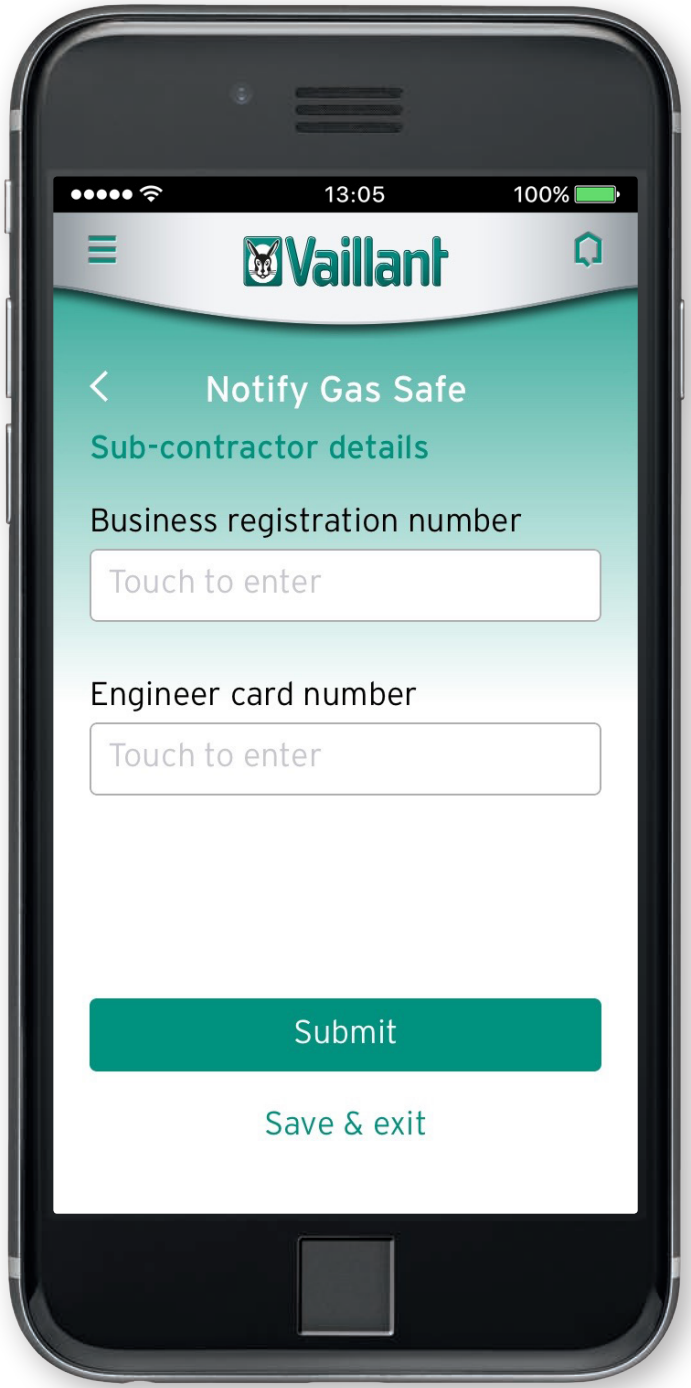
Dashboard / Advance / Install / My installs / Installation summary / Product detail / Notify Gas Safe

Notify Gas Safe

6.4b If 'Sub-contracted' was chosen, you will see this screen.

6.5b Complete the required details

6.6b Press 'Submit'



Step 6

Dashboard / Advance / Install / My installs / Installation summary / Product detail / Notify Gas Safe

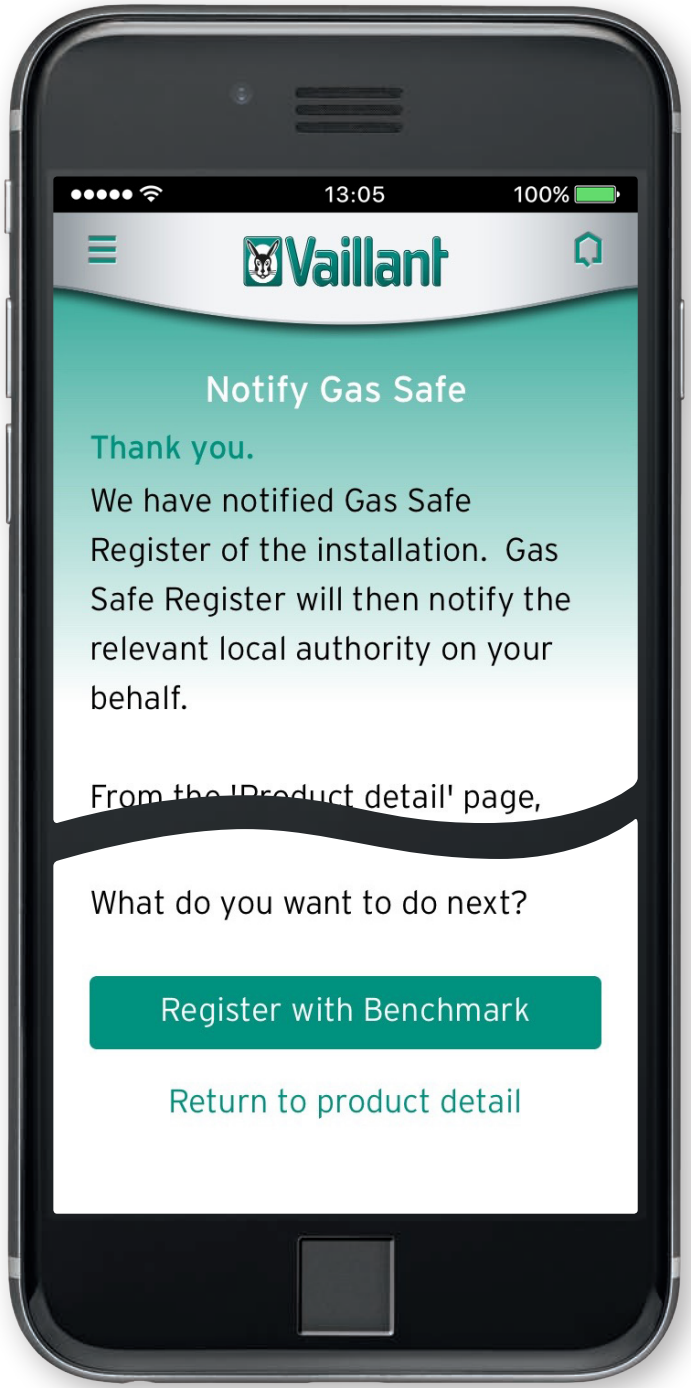
Notify Gas Safe

6.7 Once the Gas Safe notification process has been completed, you will see the Thank you screen.

NB The image seen here has been edited to fit the screen.

You can now either move on to register with Benchmark, or return to the installation summary.

- When you return to the installation summary, you will find that there are now more options available for Gas Safe. See Step 6.8a on the next page for details.
- To carry on and register with Benchmark instead, press 'Register with Benchmark' and skip to Step 7.1



Step 6

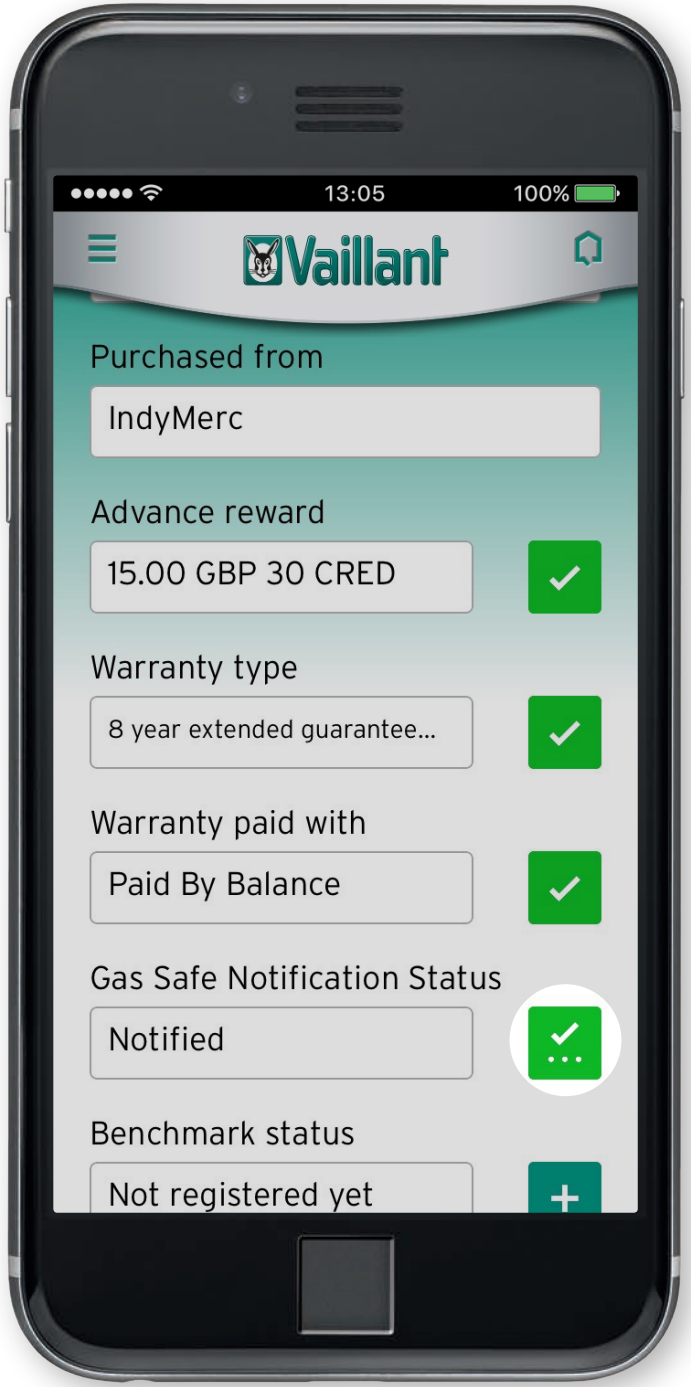
Dashboard / Advance / Install / My installs / Installation summary / Product detail /

Notify Gas Safe

6.8a Once the Gas Safe notification process has been completed, you will see this icon on the Installation summary page.

6.8b If the Gas Safe notification has been completed but still being processed in the background, you may see this icon.

You can tap either of these to review the details.



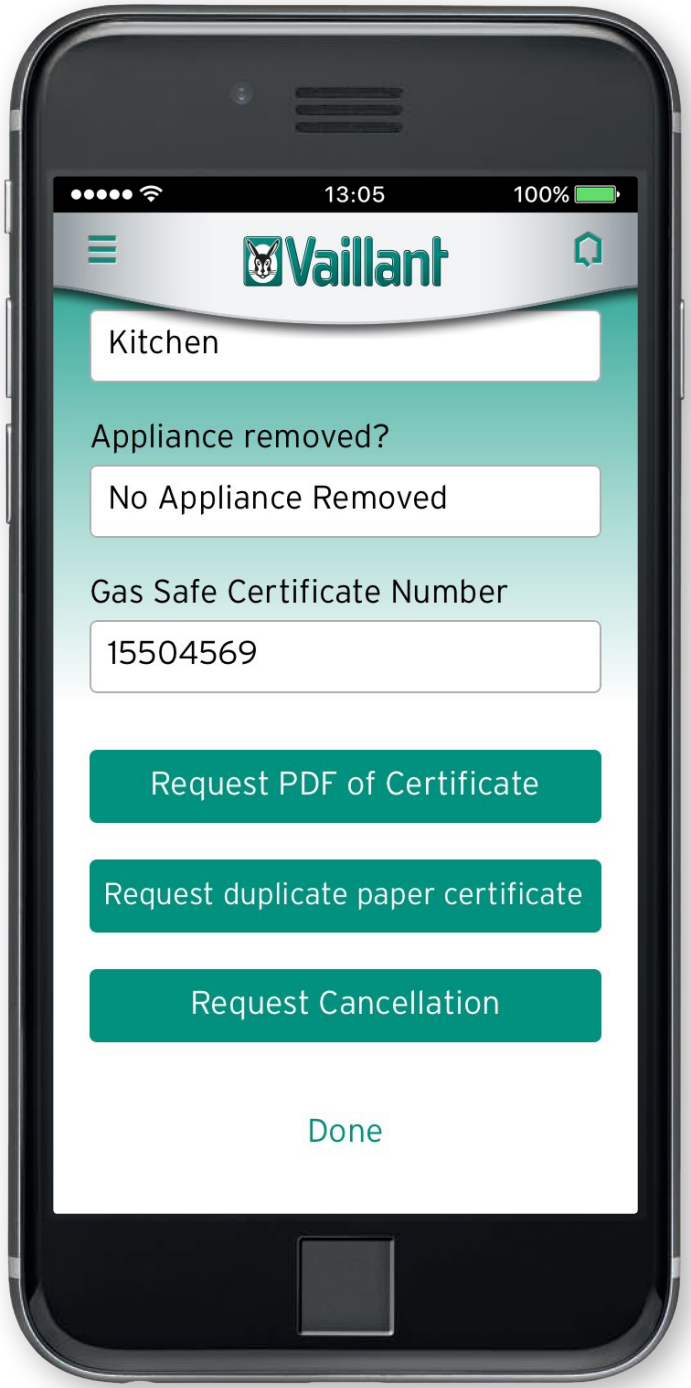
Step 6

Dashboard / Advance / Install / My installs / Installation summary / Product detail / Notify Gas Safe

Notify Gas Safe

6.9 If you tap the icon to review the Gas Safe notification details and then scroll down, you will see the following options:

- Request PDF of certificate
- Request duplicate paper certificate
- Request Cancellation

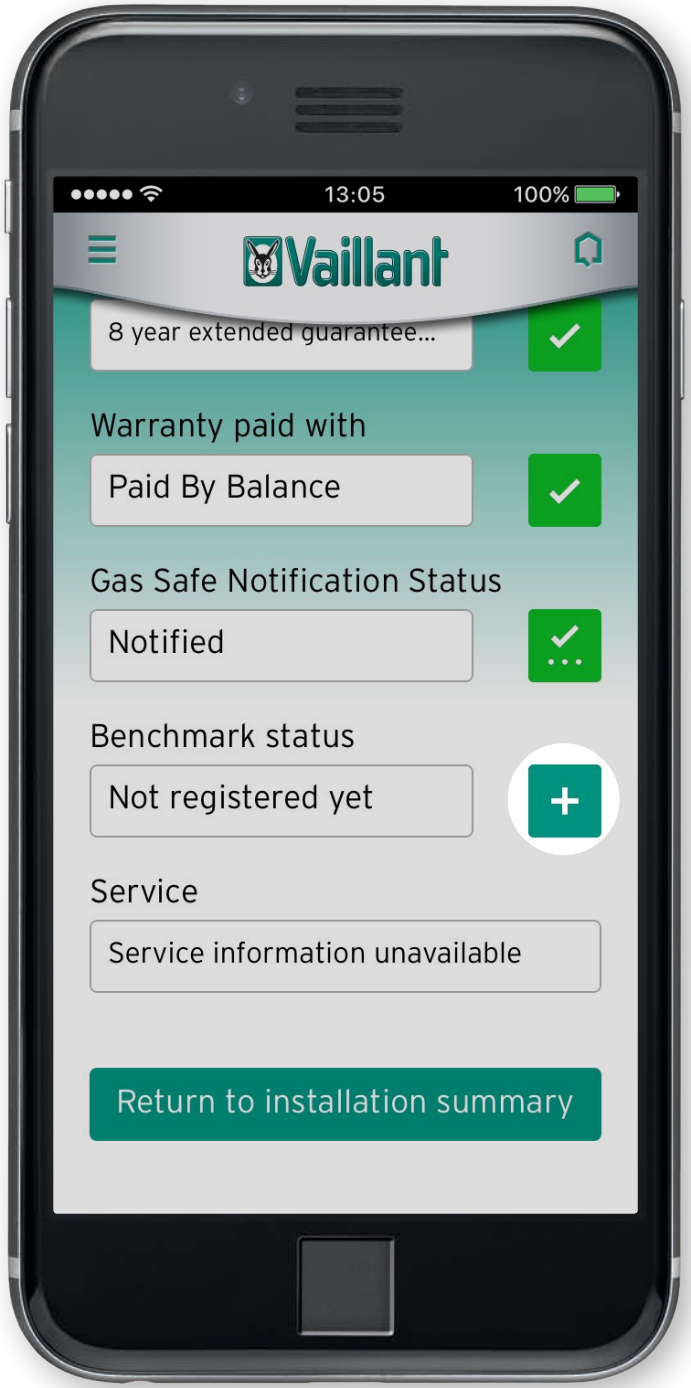


Step 7

Dashboard / Advance / Install / My installs / Installation summary / Product detail /

Register Benchmark

7.0 If you have returned to the installation summary, tap on the add Benchmark button if not yet registered.



Step 7

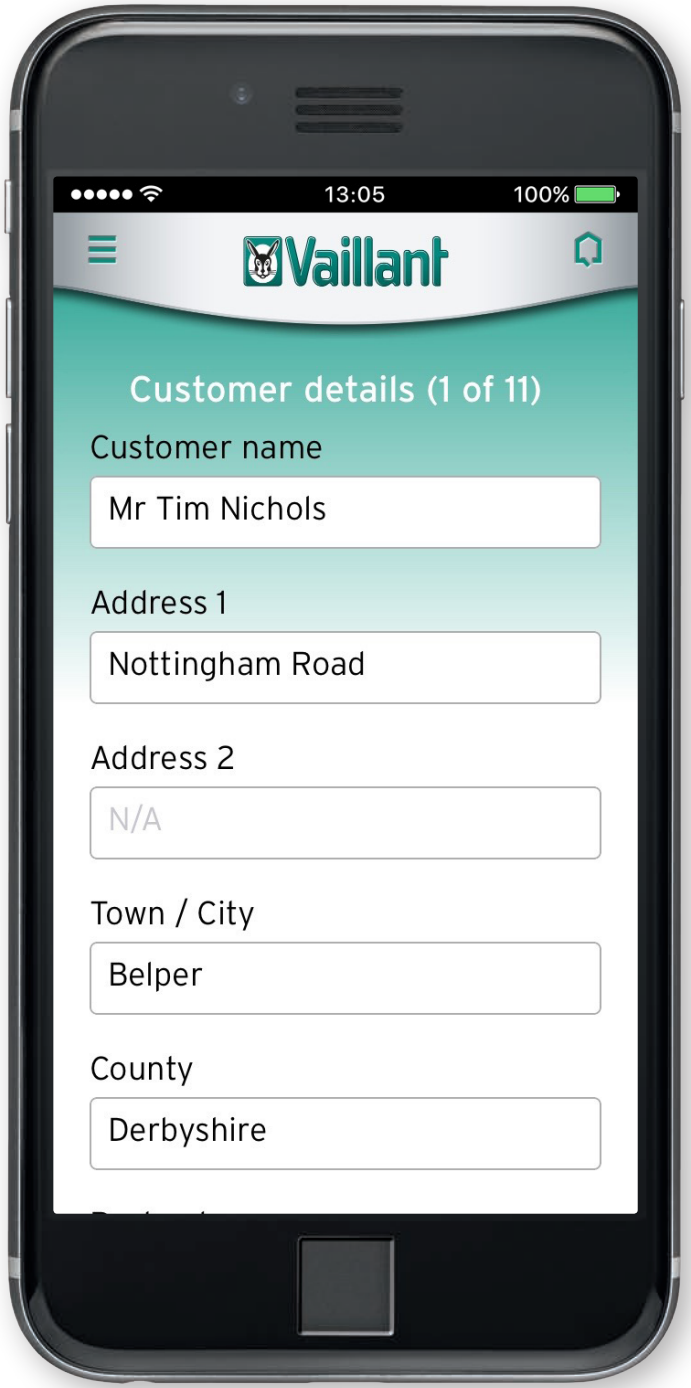
Dashboard / Advance / Install / My installs / Installation summary / Product detail / Register Benchmark

Register Benchmark

7.1 It only takes 2-3 minutes to complete the benchmark. The first few screens will already be pre-populated making it quick and easy.

There are 11 steps to complete;

- Customer details	(1 of 11)
- Boiler details	(2 of 11)
- Company details	(3 of 11)
- Controls	(4 of 11)
- All systems	(5 of 11)
- Central heating mode	(6 of 11)
- Combination boilers only	(7 of 11)
- Domestic hot water mode	(8 of 11)
- Condensing boilers only	(9 of 11)
- All installations	(10 of 11)
- Confirmation	(11 of 11)



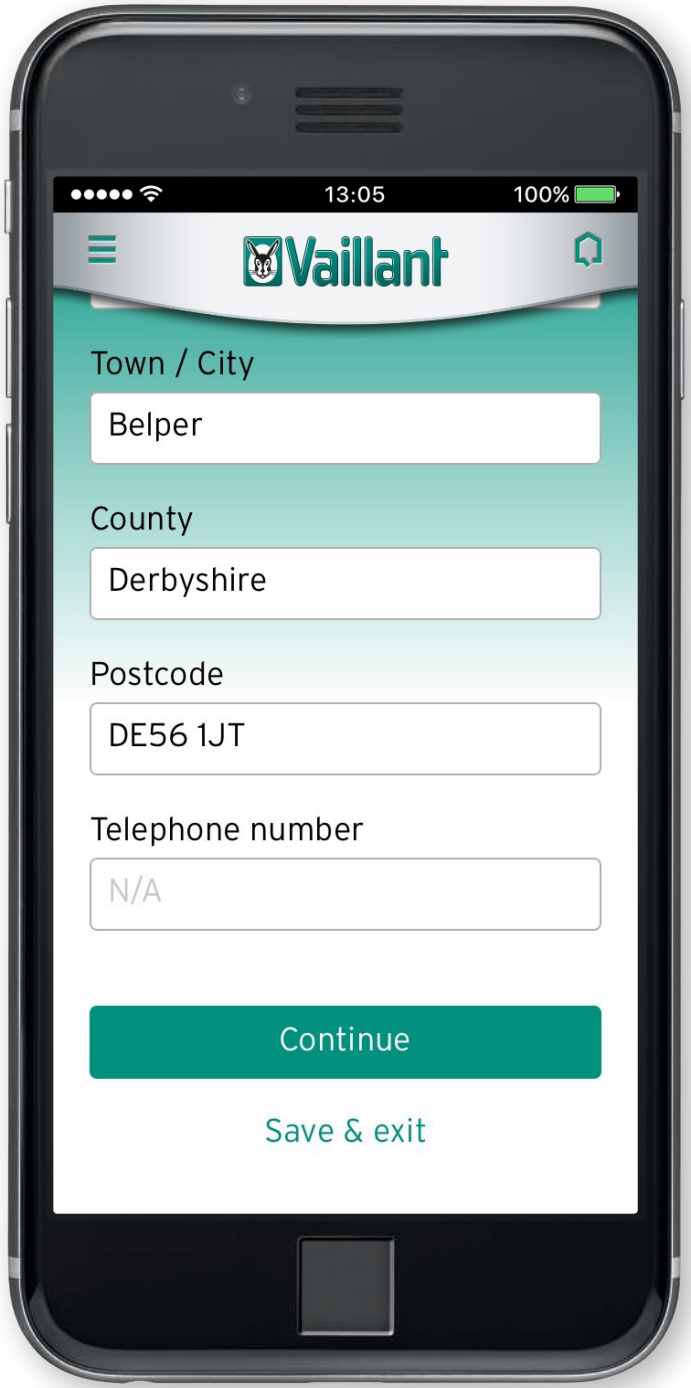
Step 7

Dashboard / Advance / Install / My installs / Installation summary / Product detail / Register Benchmark

Register Benchmark

7.2 Press the 'Continue' button after completing each page

7.3 You can also press 'Save and exit' on any page to leave the process.
This will save your progress and allow you to continue later from where you left off.



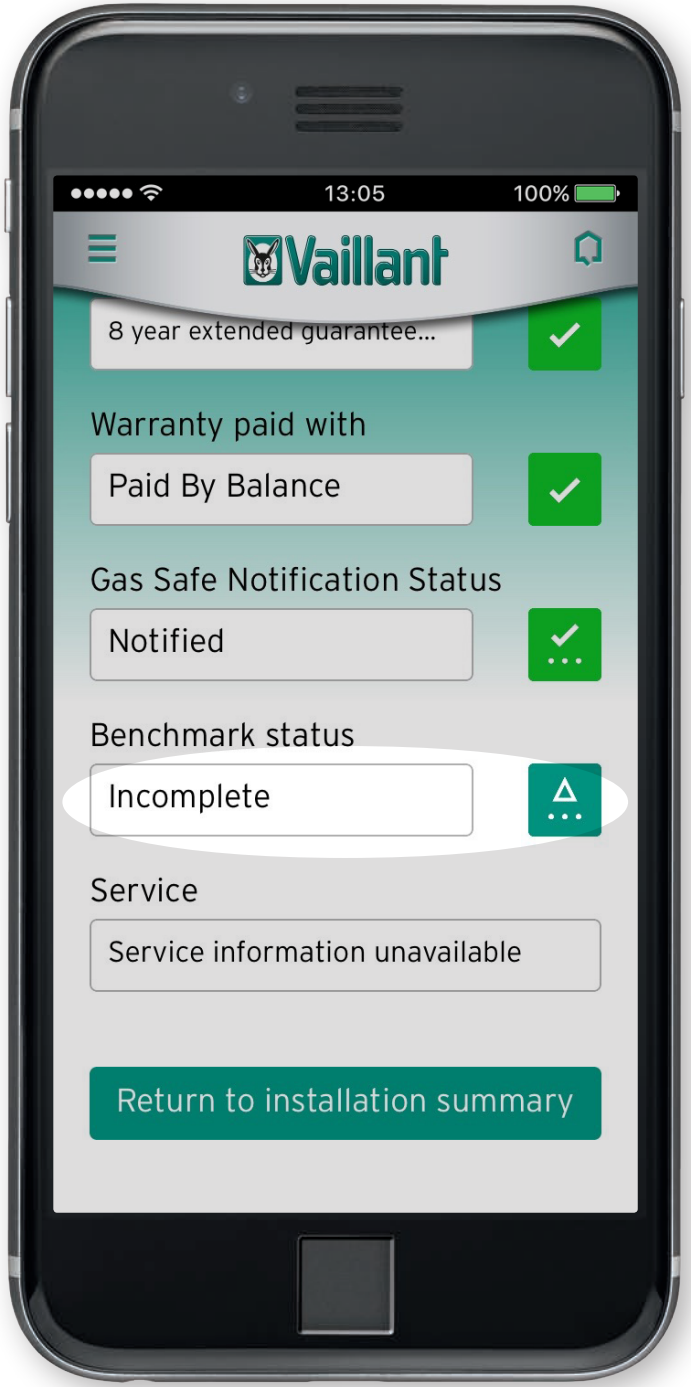
Step 7

Dashboard / Advance / Install / My installs / Installation summary / Product detail /

Register Benchmark

7.4 If the Benchmark wasn't fully completed, the Benchmark status on the Product detail page will change to 'Incomplete' and the icon will change to:

You can tap on this icon at any time to resume the process.



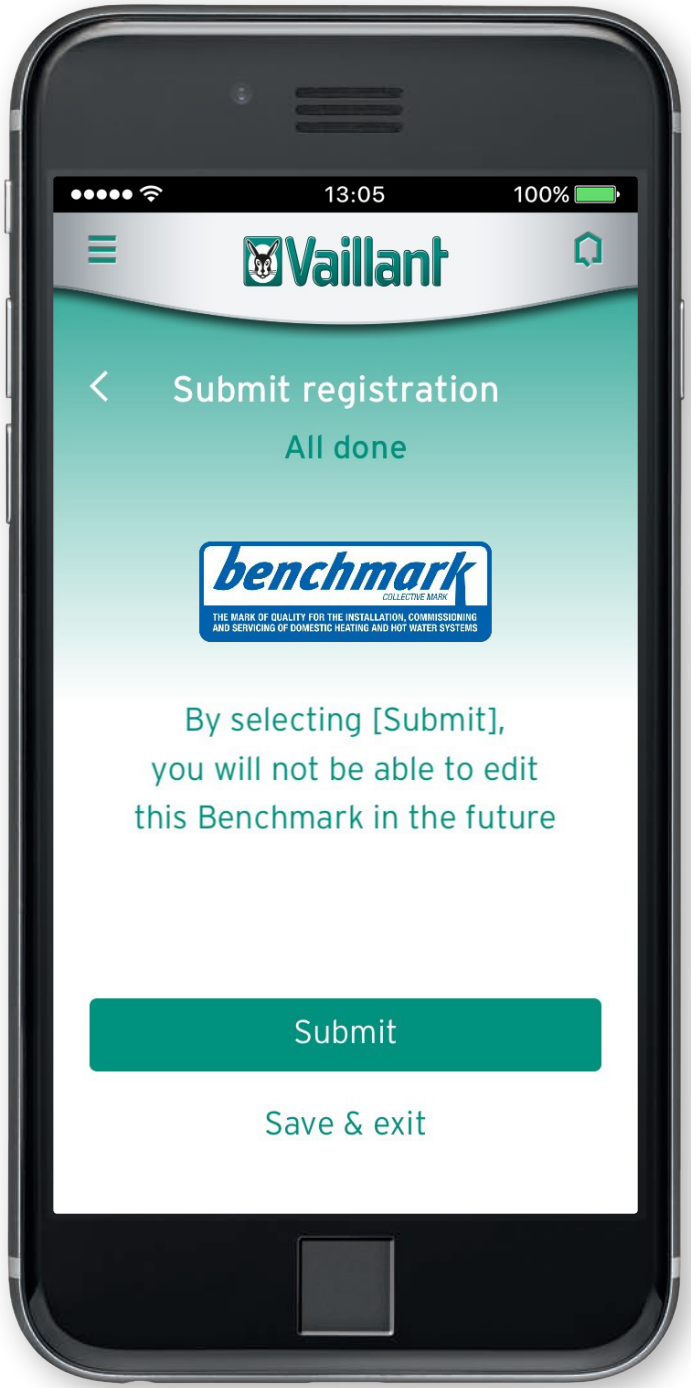
Step 7

Dashboard / Advance / Install / My installs / Installation summary / Product detail / Register Benchmark

Register Benchmark

7.5 On the final page, you will be given the option to 'Submit' the completed Benchmark.

Once submitted, the Benchmark can no longer be edited and a PDF copy of the Benchmark will be sent to you and your customer (if they provided an email address).



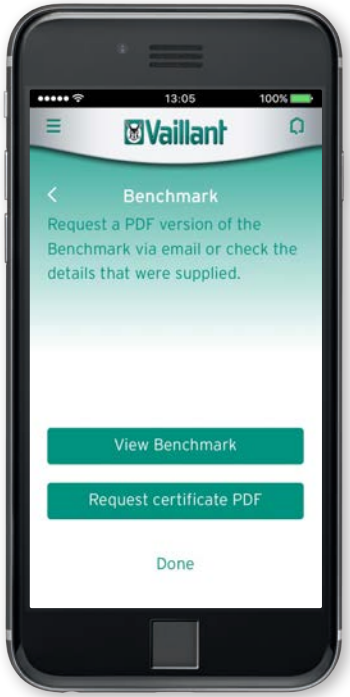
Step 7

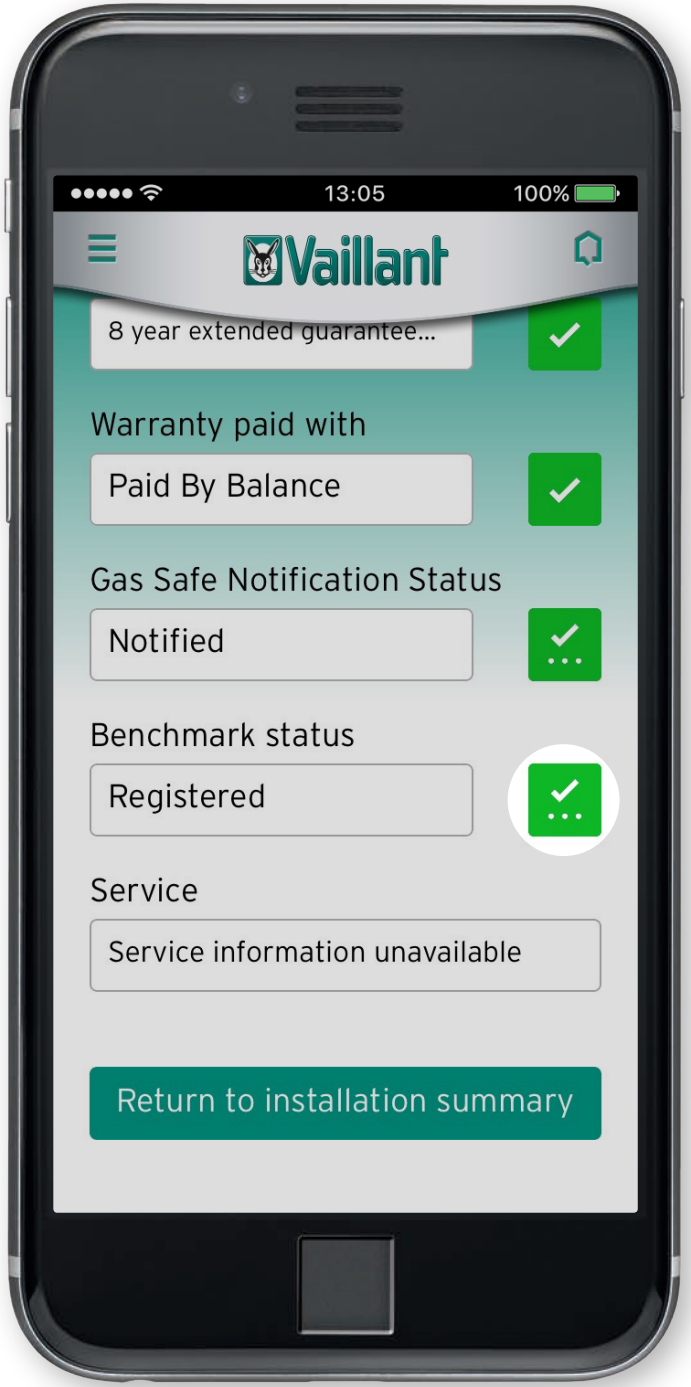
Dashboard / Advance / Install / My installs / Installation summary / Product detail /

Register Benchmark

7.6 Once submitted, the status icon on the installation summary changes to:

You can tap this to review the details or request a PDF copy of the certificate.



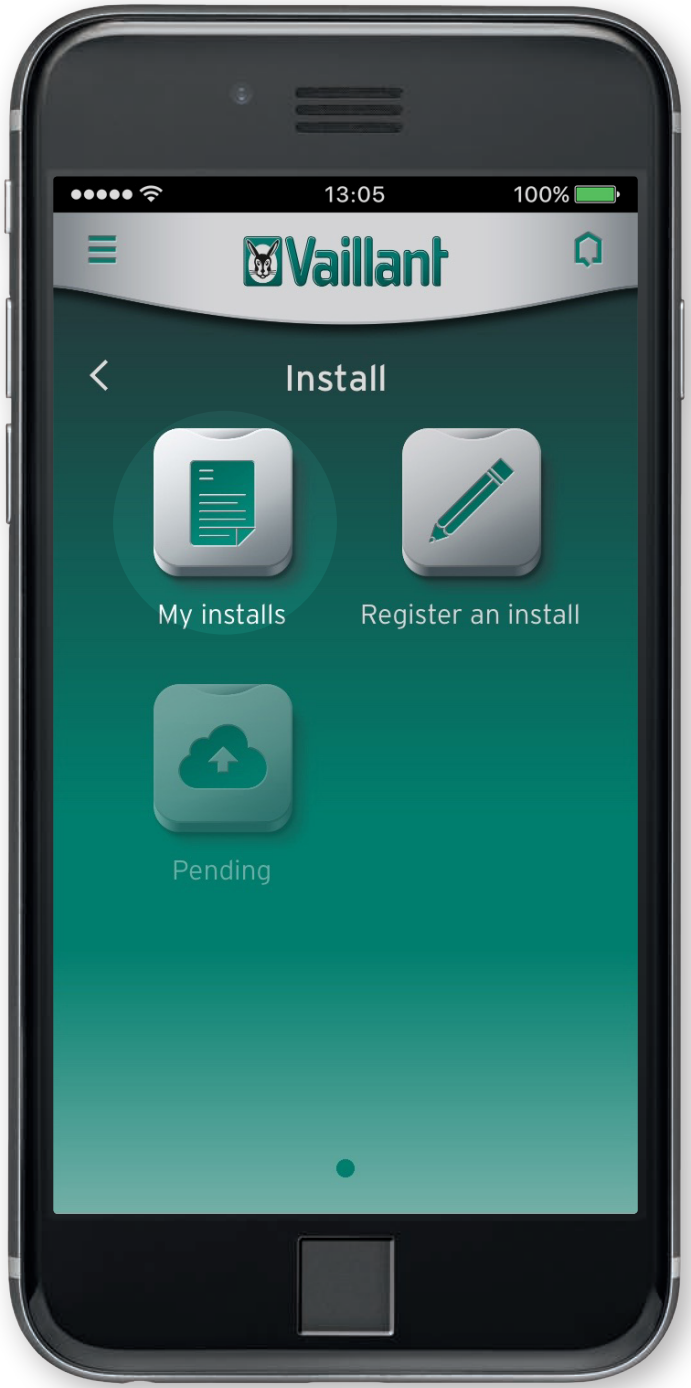


Step 8

Dashboard / Advance / Install /

My installs

8.0 To review, or edit any of your previous installations, press 'My installs' in the 'Install' section of the App.



Step 8

Dashboard / Advance / Install / My installs

My installs

8.1 From here, you will see a list of your installations.

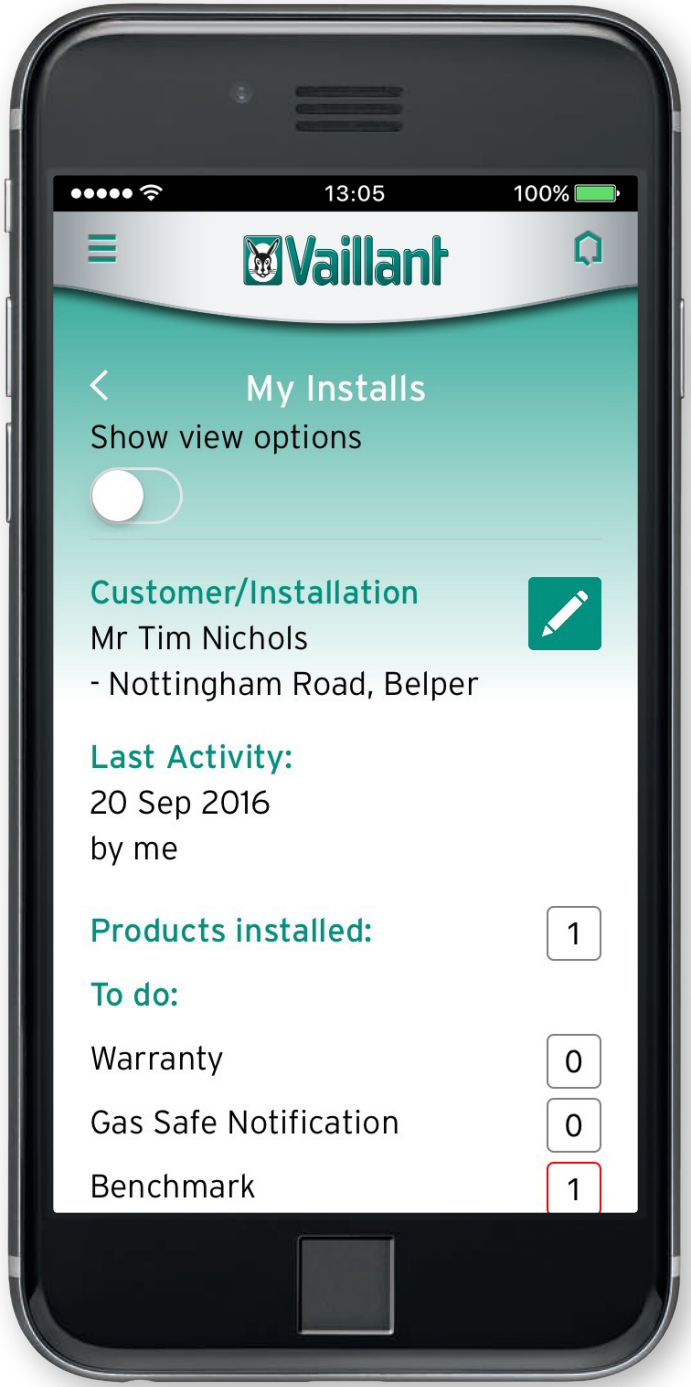
These are ordered by the date that you created the record on the Advance App or the Advance web site.

8.2 To edit a record, press its edit icon:

Each record gives you a visual To do: list. You can see:

- How many products have been registered at the address
- How many Warranties there are left to complete.
- How many Gas Safe notifications there are left to complete.
- How many Benchmark registrations there are left to complete.

If any of these are outstanding, the number of these will be shown and the border will be displayed in red as a reminder as can be seen in this example.

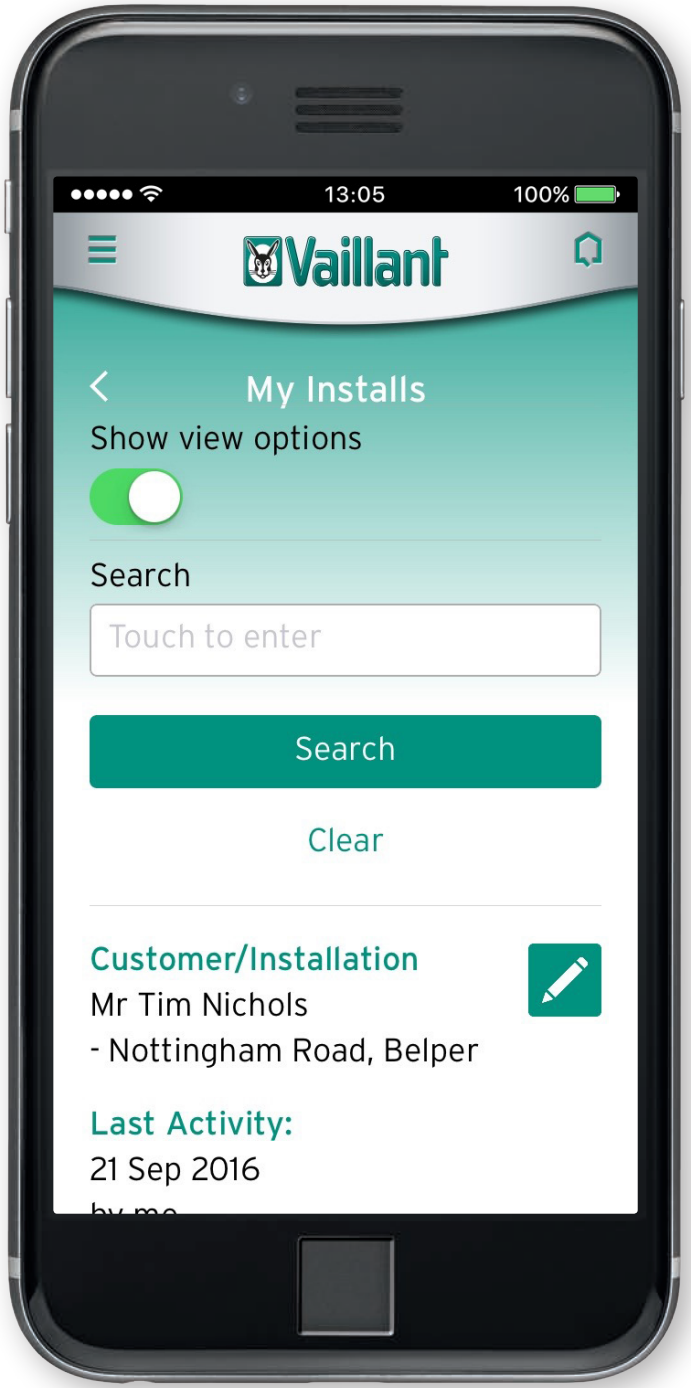


Step 8

Dashboard / Advance / Install / My installs

My installs

8.3 By pushing the 'Show view options' slider to 'Yes', you can search for a particular record.



Step 8

Dashboard / Advance / Install / My installs / Installation summary

Installation summary

8.4 Once you have located the record that you wish to view and pressed the 'Edit' icon, you can see the Installation details page.

From here you can review the information stored so far or even add further products.

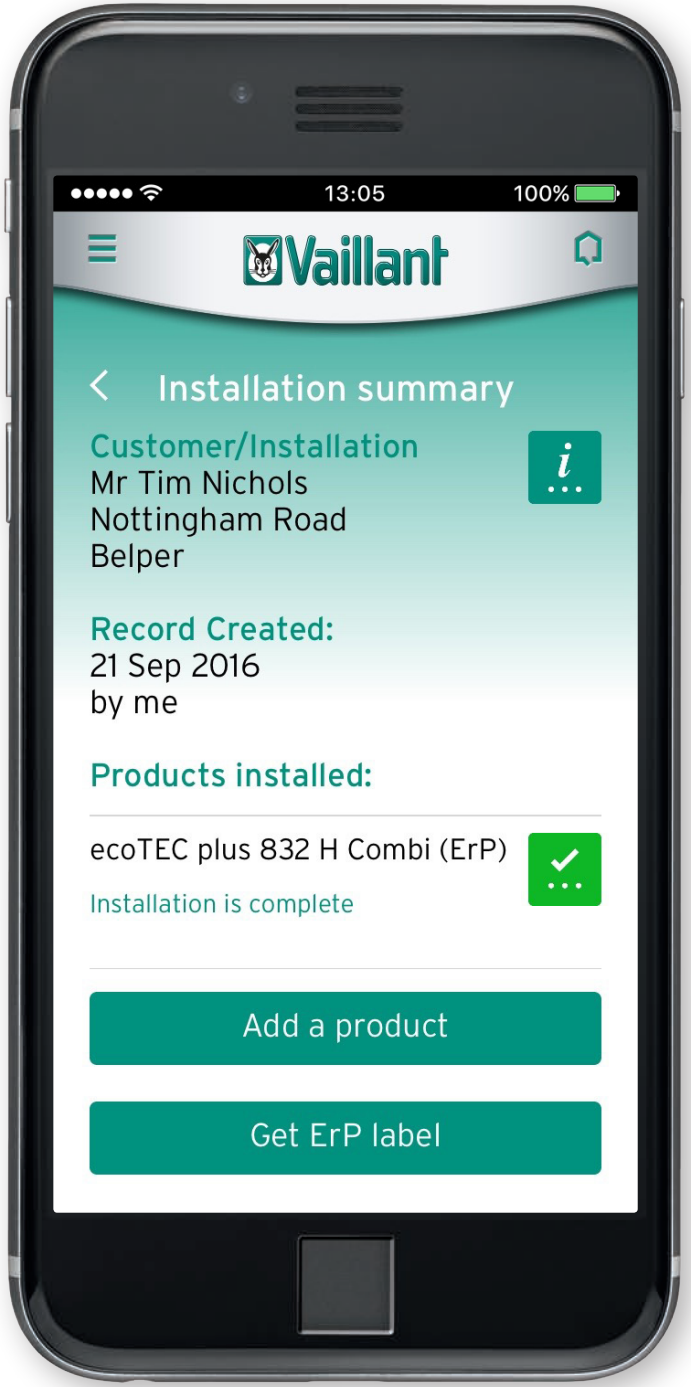
8.5 In this example, all the options for each product such as Warranty, Gas Safe and Benchmark have been completed and therefore, each product shows this icon:

Tap on this to see the detail.

If all options for that product haven't been completed, you will see this icon:

Tap on this to see the detail and complete further actions.

If any of the actions are still being processed in the background, you may see the 'Pending' icon:



Training Enquiries

For information on training courses and centres in your area:
Telephone: 0345 601 8885
Email: training@vaillant.co.uk

Technical Enquiries

For technical assistance:
Telephone: 0344 693 3133
Email: technical@vaillant.co.uk

Sales Enquiries

For installers wishing to purchase Vaillant products, this is possible either over the counter or as a next day service at most plumbing and heating merchants in the UK.

To find contact details for your nearest Vaillant sales representative:
Telephone: 0345 602 0262

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