

Heating Hot water Renewables

# myVAILLANT app

## User guide

Version 2.19



Works with  
Apple HomeKit





# Dashboard features

## All in one place the dashboard lets you...

- See your heating's status at a glance
- Check the indoor and outdoor climate
- Access all main functions from one central place

Download the myVAILLANT app.



- 1 Settings
- 2 Manual override
- 3 Desired temperature
- 4 Outside temperature
- 5 Select operating mode of current zone
- 6 Access to zones
- 7 Indoor air humidity (only available with certain Vaillant thermostats)
- 8 Current room temperature
- 9 Manual override raise the temperature
- 10 Energy information
- 11 Quick actions
- 12 Select home





# Changing your heating mode

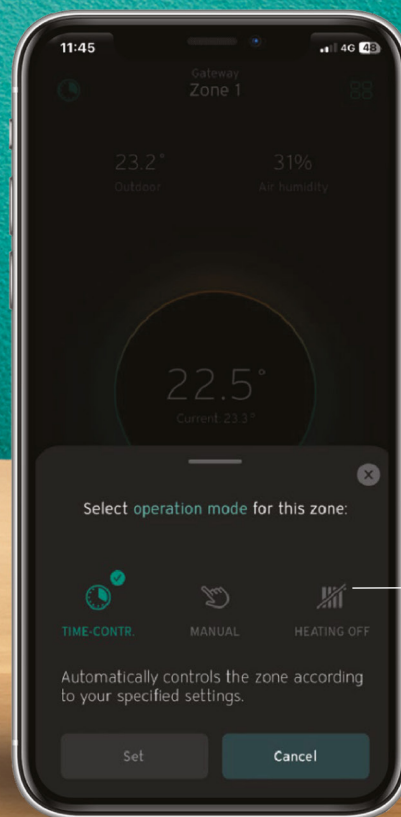
The top left button on the app shows which mode the selected zone is in and once selected allows you to change between time control, manual or heating off.

'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 simply 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.

Select  
operating  
mode



Setting all zones  
to 'off' will still  
allow the hot  
water to heat



# 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 adjust  
your desired  
temperature...

...and set  
a timer for  
the manual  
override

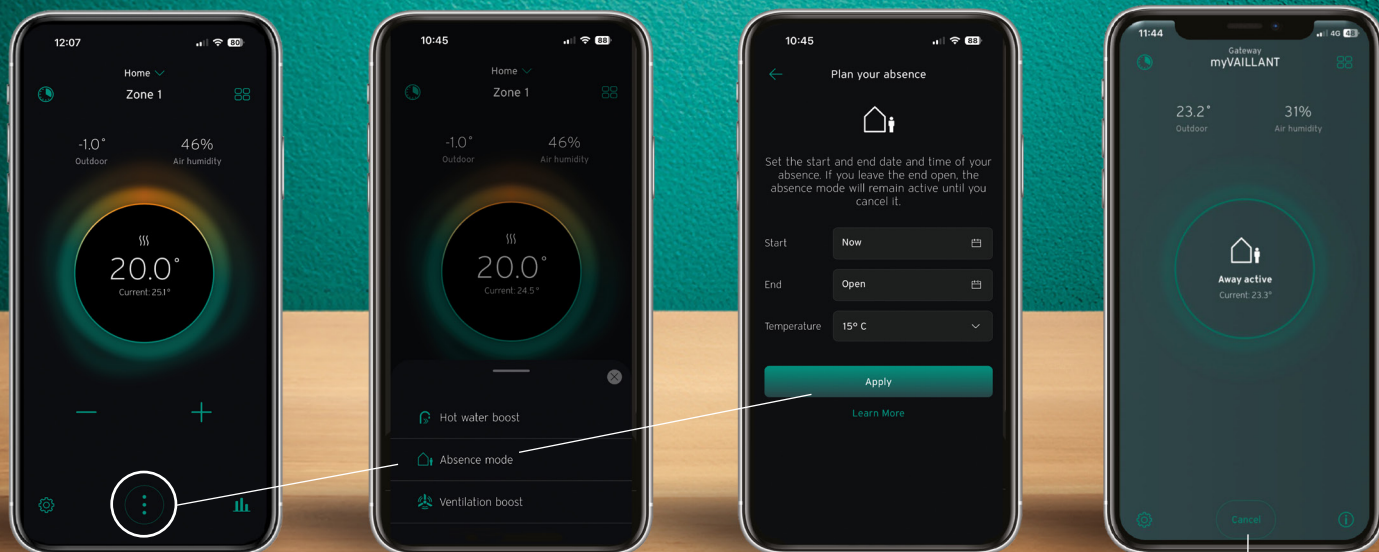


# Absence function and hot water

When you are away from your home for a long period of time you can set your heating appliance to 'Absence mode'. 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.



Select cancel to remove away mode. (When in away mode the screen will change in colour).

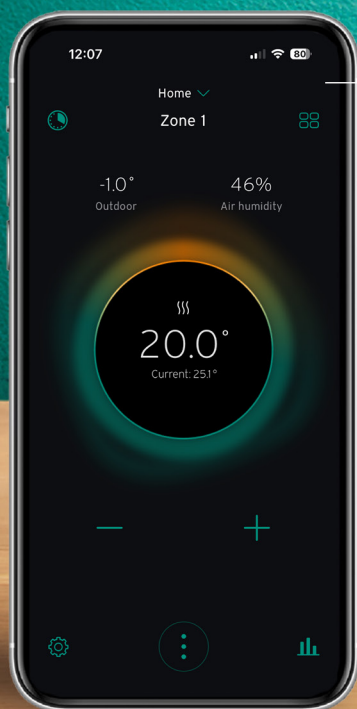


# Zones

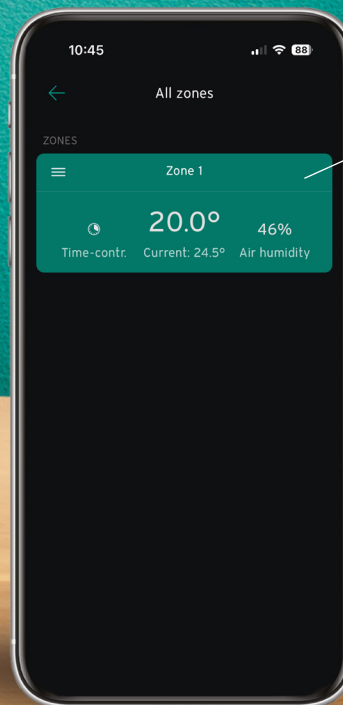
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If you have more than one control or thermostat, it could indicate you have more than one heating zone in your home, these are more common in new build properties. Having more than one zone in the property, often upstairs and downstairs, means you can set two different temperatures within the property or only heat the part of the house you need.

If you have multiple thermostats in your home, these will show on your myVAILLANT app as zones. You may switch between your zones using the top right-hand symbol.



Select homes  
and zones

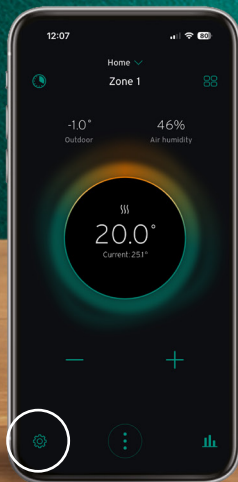


From here you  
can switch  
between zones  
or rooms

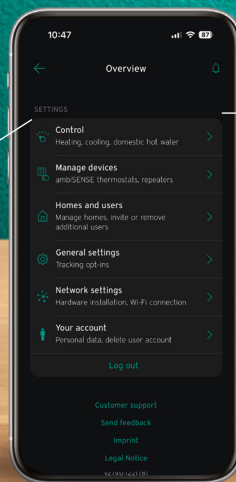


# Weekly planner

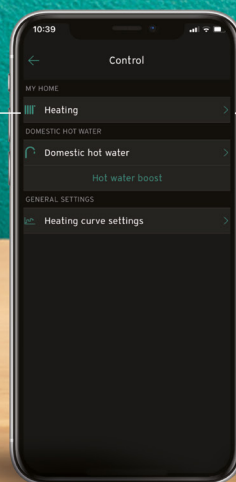
The weekly planner is where you set which times the 'time control' mode follows. From here you can tell the system when the heating will come on and depending on which thermostat is paired to your system, you may also set different temperatures for different times of the day. This means you can save energy by only using your heating when you need it.



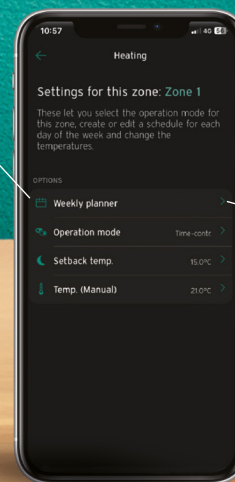
Go to settings



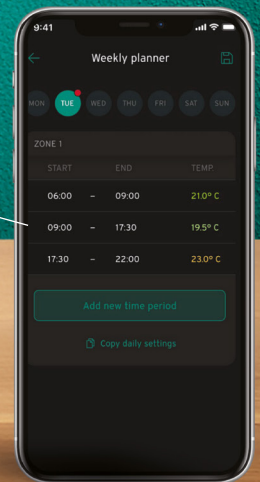
Control



Heating



Weekly planner

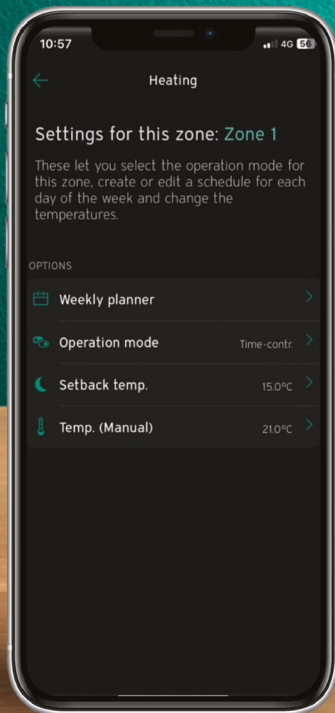


Alter time programmes

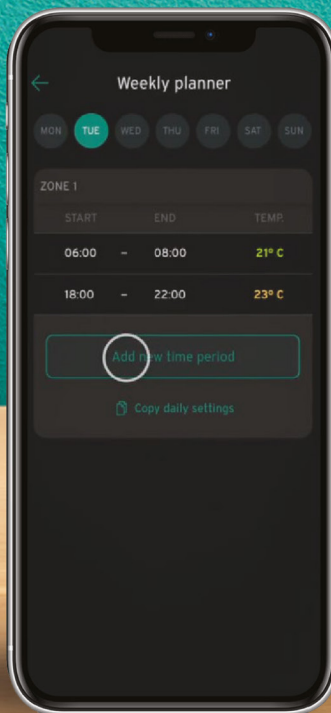


# Weekly planner

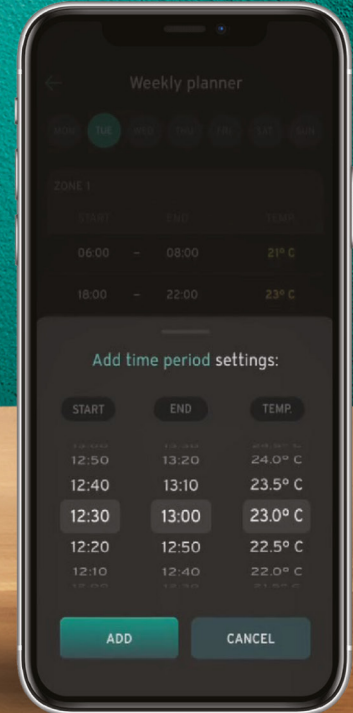
Once you are in your weekly planner, you can choose for your heating to be on at the same time every day or set up individual days as required.



Pick a weekday and add a new time period



Set the time period and your desired temperature

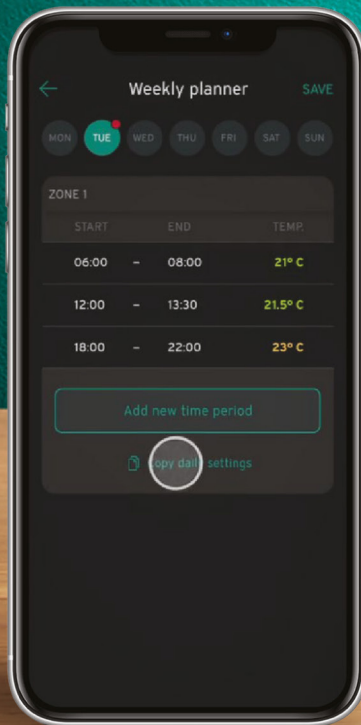




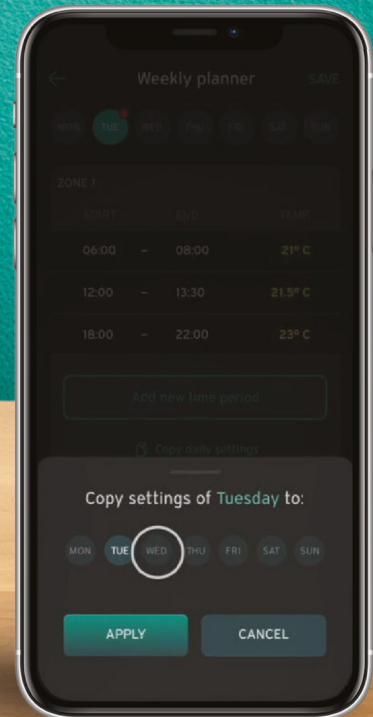
# Weekly planner

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.

To apply these settings to other days of the week, tap on 'copy daily settings'...



...and select the days you would like to copy your settings to





# Understanding your energy usage

Depending on which heating system you have installed, you will be able to see the energy information on the dashboard.

The screens below show example energy usage data for an aroTHERM plus air source heat pump. Energy usage is available for both boilers and heat pumps\*.



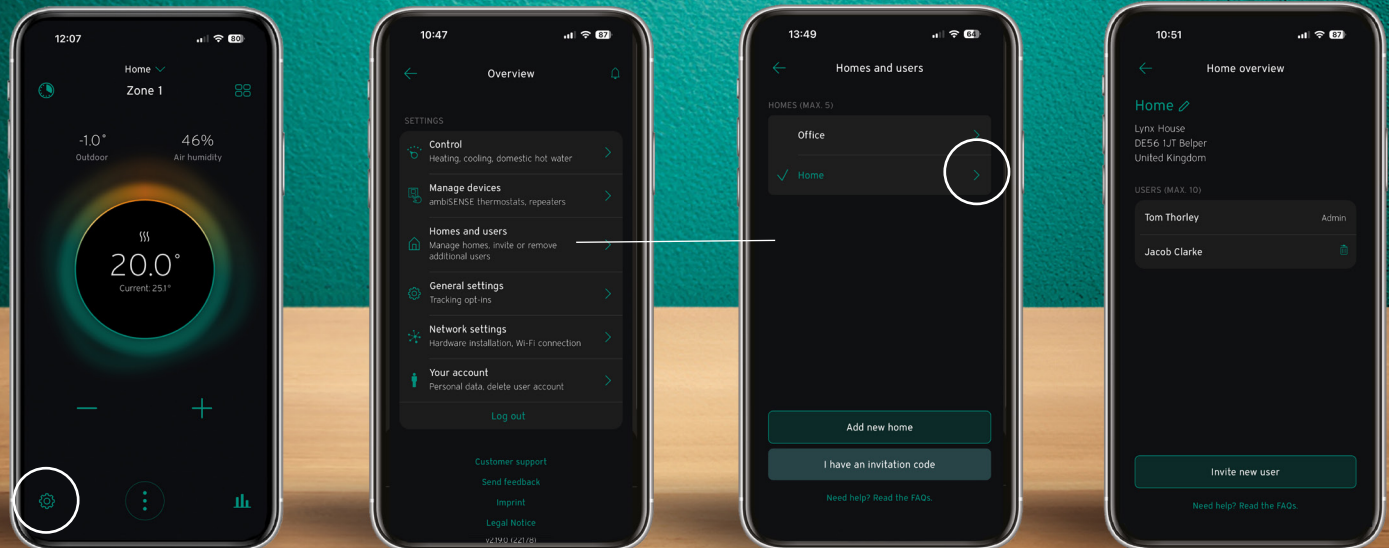
\* Energy information may differ depending on appliance model.



# Managing homes and users

If you are linked to multiple gateways, you can manage these in the Homes and users section of the settings. 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 your home. Only the admin may add or remove other users.





# FAQ's

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## **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 8 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](#)





 Heating  Hot water  Renewables

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## myVAillant app updates

Scan the QR code for the latest updates for the myVAillant app.



If you require further assistance,  
please contact us via email at  
[app.support@vaillant-group.com](mailto:app.support@vaillant-group.com)

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