



### Building type

A range of properties, from two-bedroom starter to five-bedroom family homes, reflecting the belief that "Building Excellence" lies at the heart of every Wheeldon home.

### Technology used

- Combi 24kW boilers
- Combi 30-35kW boilers
- VRC 700 and VR 920 heating controls
- vSMART app-based heating controls

### Installers

Neil Shacklock Plumbing & Heating  
MCK Plumbing & Heating Engineers

## Project background

- Medium-sized property developer based in Derbyshire
- Full heating systems provided by Vaillant, including boilers, cylinders and controls
- Commissioned first trial of Vaillant's new VRC 700 and VR 920 heating controls, which facilitate connecting the boiler to the internet
- Emphasis on quality, reliability and value

## Systems installed

The majority of Wheeldon's installations require 30-35kW gas combination boilers, plus 24kW combi units for properties with lower heat demands. At first the developer opted for Vaillant Home combi boilers, but according to Wheeldon, these will eventually be replaced by the newly introduced ecoFIT sustain range designed for specification. Vaillant supplies the entire system, optimising the heating system - and its installation - at any given property.

## Quality, reliability and value

Wheeldon Homes was attracted to Vaillant due to the brand's quality, reliability and value. With Vaillant on board as a key supplier of heating systems, not only is the developer's procurement and site management simplified, Wheeldon can now offer an additional guarantee on top of the two-year NHBC standard. The result: homeowners can feel comfortable with long guarantees - and have peace of mind thanks to Vaillant's reliability.

## Efficiency

Wheeldon takes its commitment to the environment seriously, only installing the most efficient, ErP A-rated Vaillant

boilers - for example, those from the ecoFIT sustain range. By offering controls with weather and load compensation, a pre-heat function to cut down on wasted water and a modulation feature to minimise burn rates, these units can raise efficiency while decreasing emissions - something that was a must for Wheeldon.

## Innovation

When it came to choosing the "right" heating systems, innovation was a key factor for Wheeldon - not just for the boilers, but for the controls. Wheeldon wanted something that was a) easy to use; b) looked smart; and c) suited customers of all ages. The answer: the VRC 700, a cutting-edge controls solution. Managed through a simple smartphone app, homeowners can manage the heating room by room wherever the wireless ambiSENSE thermostatic radiator valves are connected to the system, thus reducing carbon emissions and customers' heating bills. Wheeldon staff were delighted with both the app and the VRC 700 controls, citing "excellent feedback" from customers across the board - a win/win for all parties.

### Ease of use and appearance

Property demonstrations also markedly improved thanks to Vaillant's products. When customers were invited to a specific property and shown the workings of the heating system and its respective controller, many commented that they valued the Vaillant brand - especially its connections with local manufacturers and installers.

The innovative design of Vaillant's products also drew high praise from Wheeldon, a developer which puts aesthetics "high on its list of considerations." Not simply due to their aesthetic quality, but because their compact size frees up more space - a premium for any developer.

The ecoFIT sustain boiler is specifically designed to fit inside a wall-hung kitchen unit, making it ideal for many of the developer's properties. Its integral rear flue eliminates the bend normally seen above wall-mounted units, rendering it almost invisible.

### Installer team

Andy Startin, Production Director at Wheeldon Homes, said that its team of installers and heating engineers were delighted with the quality of Vaillant's products.

The brand's service and support offering also received very high praise due to its 98% first-time-fix rate, bespoke service/guarantee packages and specialist expertise, in addition to the comprehensive support provided by Vaillant operators seven days a week, 364 days a year. Customer service has also been a great success; response time is swift, while the relationships between developer, installer and supplier have improved greatly.



### Why Vaillant?

Production Director Andy Startin said: "From the outset, we have been impressed with Vaillant's exceptional level of innovation, combined with its ability to work to deadlines, product knowledge, industry awareness, and

ability to deliver projects on time and to agreed budgets. From the initial tender stage, through to customer service on occupied properties, Vaillant has always adopted a professional and methodical approach and updated us regularly on its progress."