

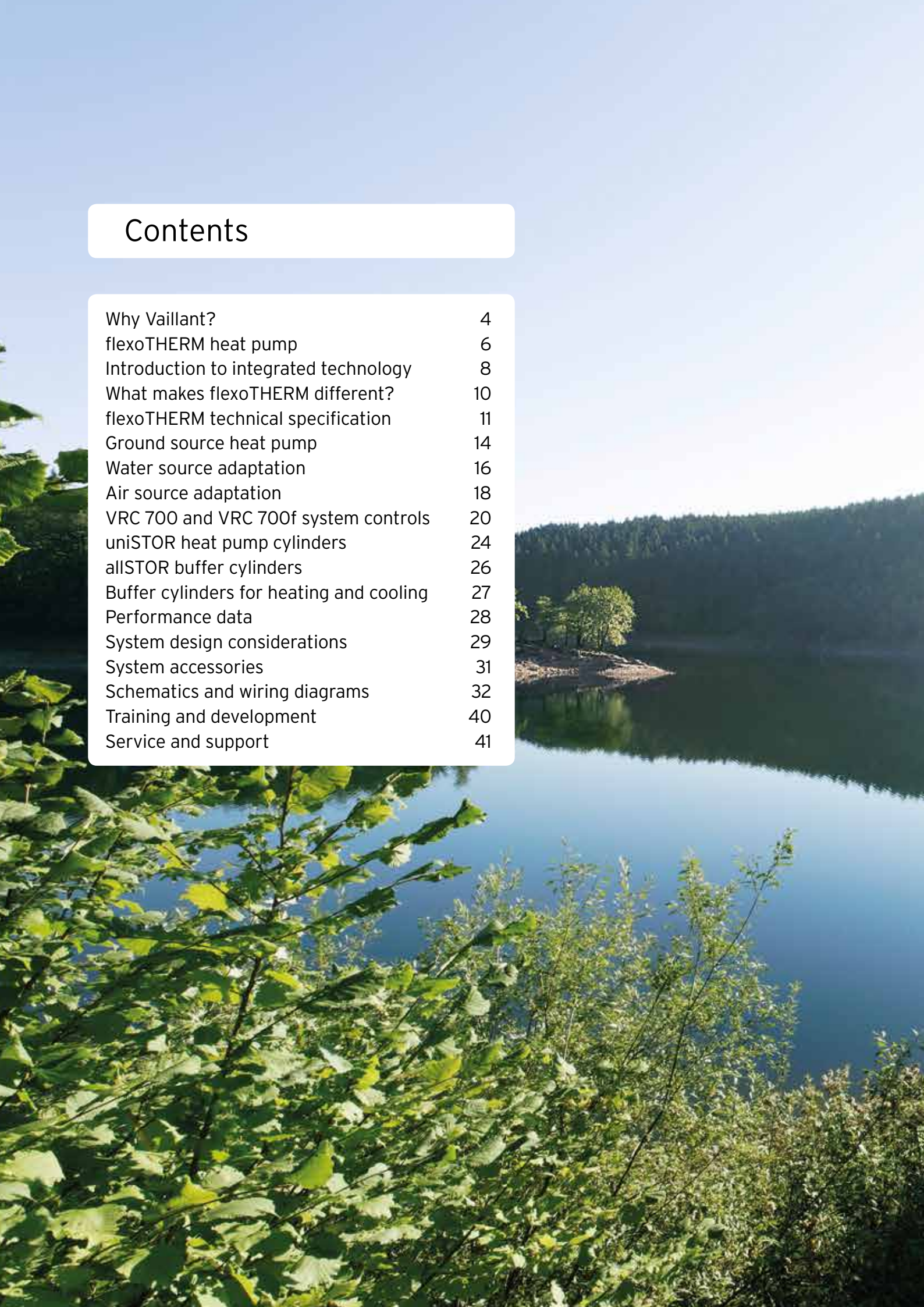
Why Vaillant?

Because our heat pumps offer greater flexibility



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Why Vaillant?



Vaillant has been setting the standard in the heating market since 1874 by continually developing products that revolutionise the industry.

Today, our innovative solutions are still setting the standard in the heating marketplace. We have produced a comprehensive range of renewable technologies designed to utilise sustainable sources of energy.

Our products are at the very forefront of technology and deliver on the Vaillant promise to 'think ahead', safeguarding our planet for future generations whilst delivering energy efficient products that can reduce the cost of providing heating and hot water to the home.

Every product developed by Vaillant is routinely subjected to rigorous materials analysis, robustness testing, lifetime testing and acoustics analysis. This meticulous and unremitting commitment to quality is evident at every stage in the product development process, which is applied to every spare part that we sell.

Furthermore, we are committed to finding new and ever more imaginative ways to provide service excellence before, during and long after the installation of Vaillant appliances. We strongly believe that the most advanced heating solutions on the market demand the most forward-thinking service solutions - that is why we pride ourselves on our unrivalled service support.

Along with our highly accredited, super-efficient range of domestic boilers, we have a fully comprehensive range of renewable technologies. From heat pumps to hot water cylinders and a full range of controls, we can help to ensure your system is efficient and sustainable, whilst always operating at its full potential.

Where it all began



1874

The establishment of Vaillant as a craft workshop for installation work. A 23-year old tailor's son declares in the Remscheid newspaper that he has 'established himself as a coppersmith and pump manufacturer'.

Today

With the introduction of the flexoTHERM multi-source heat pump, the first of its kind in the UK market, we are continually striving to provide sustainable heating and hot water through renewable energy technologies.



1997

The introduction of solar thermal systems for heating water is an important step in the expansion of our range of systems based on renewable energy sources.



2013

The production of our own air-to-water heat pumps means that Vaillant is extending the product range of systems for renewable energies. The Vaillant heat pump achieves winner status in consumer goods tests (Stiftung Warentest).



Tomorrow

Vaillant are always pushing the limits of what can be achieved, by creating new revolutionary, renewable energy systems we can help to reduce our impact on the planet.

flexoTHERM - the heat pump

for air, water or ground source projects.



flexoTHERM is a ground source heat pump out of the box, but uniquely, the unit can also be converted to accommodate different energy sources such as air or water where required.

Available in 230V and 400V with a range of outputs, flexoTHERM incorporates state-of-the-art Electronic Vapour Injection (EVI) compressor technology to deliver the highest levels of efficiency and heating performance.

flexoTHERM can also be cascaded to accommodate larger residential and commercial projects which feature Green iQ technology for optimum efficiency, performance and sustainable credentials. In addition, the product has also been awarded a 'Quiet Mark' by the Noise Abatement Society thanks to it being exceptionally quiet during operation as well as being MCS accredited, which can help end users benefit from the RHI scheme.

Key

1. Heat management unit
2. HW diverter valve
3. Back-up heater
4. Condenser
5. CH pump
6. Sound safe floating floor
7. EVI compressor
8. Brine pump
9. Evaporator
10. Inrush current limiter
11. Power PCB

Key features and benefits

■ Exceptionally quiet

With noise levels as low as a modern refrigerator - 42dB(A), flexoTHERM has earned the 'Quiet Mark' approval

■ Flexible energy sources

flexoTHERM can connect to three different sources: ground, water or air, giving a greater choice of sustainable energy sources

■ More power, more efficiency

Integrated EVI super compressor, injects additional refrigerant into the compression cycle

■ Option of extended warranties

Two-year standard warranty with the option to extend up to seven years, when an installation is registered through Vaillant Advance Renewables loyalty scheme

■ Choice of power outputs

flexoTHERM models are available in two voltages to serve a range of outputs:
230V available in 5kW, 8kW and 11kW outputs
400V available in 5kW, 8kW, 11kW, 15kW and 19kW outputs

■ Compatible with intelligent controls

flexoTHERM is compatible with the Vaillant wired VRC 700 and wireless VRC 700f controls, to provide optimum system efficiency and a system rating of ErP A+++

■ High quality and sustainable

Green iQ technology aids in future-proofing the product and ensures optimum efficiency, performance and sustainability

■ Simple installation

Integral components make flexoTHERM simple to install, with built-in ground and heating circulation pumps and a three-way diverter valve

■ Extended capabilities and flexibility

Modular design gives flexoTHERM greater sustainability and flexibility with accessories to enable connection to either air or water sources



flexoTHERM with Green iQ technology

We introduced Green iQ technology to set the benchmark for outstanding quality and to ensure we create future-proof, sustainable heating systems that achieve the lowest carbon footprint.

What defines a Green iQ product?

Green iQ products are not just extremely energy efficient - they must combine eco-friendly heat generation with smart, future-proof functionality. Only products that satisfy our twin sets of criteria, for being both 'Green' and 'iQ', will carry the Green iQ label. flexoTHERM is 'internet ready' to accommodate future enhancements and smart functionality as these are developed and made available.

Green

All Green iQ products must be Green, which means:

- They are the most efficient products in their class from Vaillant, and have achieved the highest ErP product A++ rating for both 55°C and 35°C flow temperatures. This can be improved further on a system level when used in conjunction with Vaillant's wired VRC 700 or wireless VRC 700f controls, to ensure a system rating of ErP A+++
- Sustainable manufacturing materials and processes have been used at all stages of its design and manufacture, with an eye on reducing waste throughout its lifecycle

- At least 85% of the products' components can be recycled after use

iQ

All Green iQ products must also have iQ, which means:

- They are internet ready, set for future services, controls and systems
- Built-in energy monitoring allows end users to manage environmental energy gained and energy used
- The heating appliance will work to its peak performance, always maintaining optimum efficiency



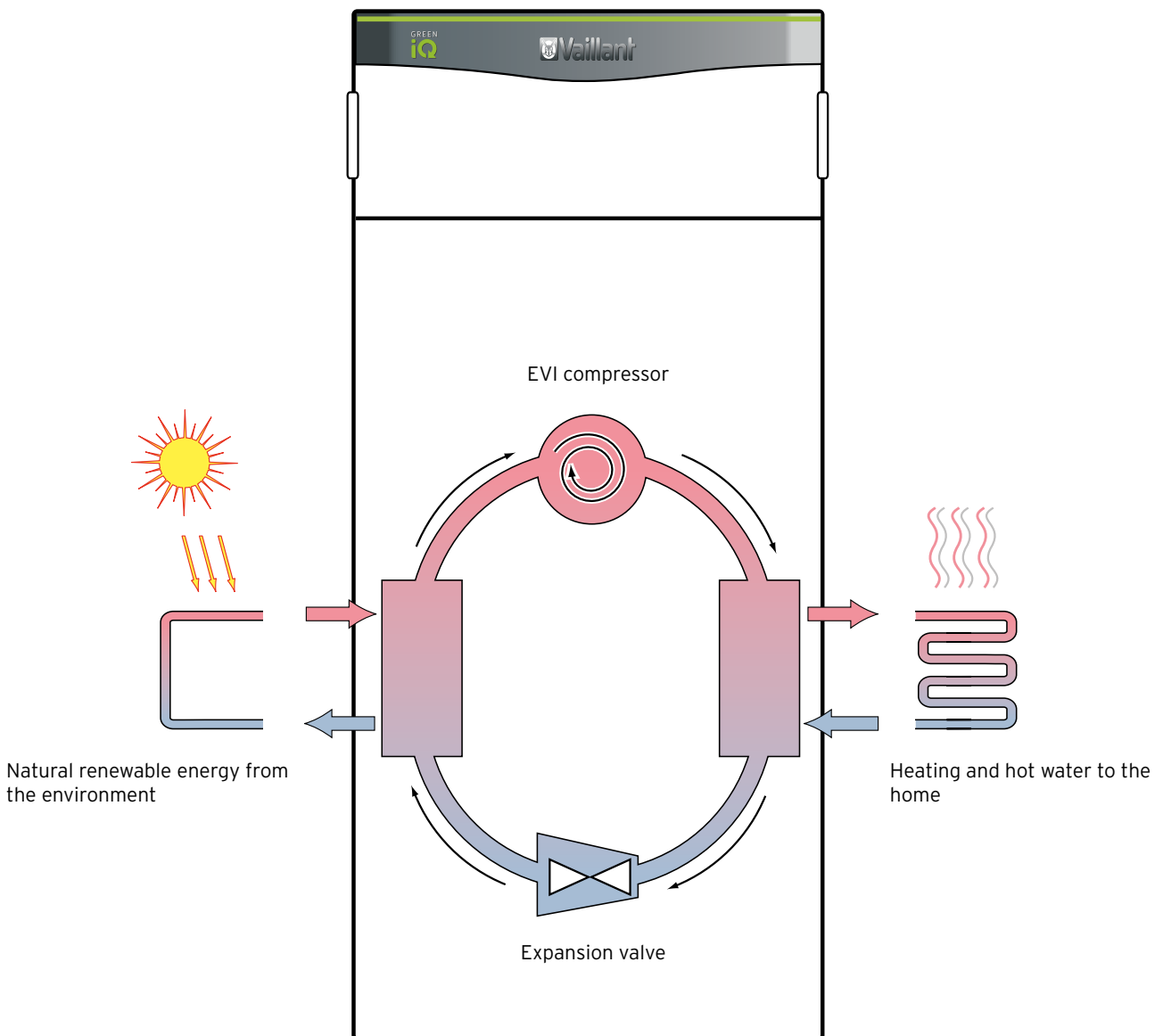
Introduction to

integrated technology

flexoTHERM with Enhanced Vapour Injection (EVI)

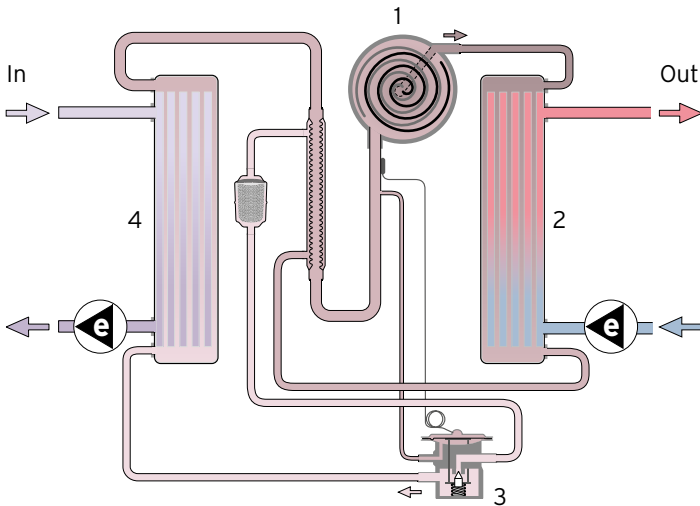
flexoTHERM incorporates an Enhanced Vapour Injection (EVI) compressor to aid in maximum heat transfer. This achieves optimum Coefficient of Performance (CoP) values that are significantly higher than a standard heat pump cycle.

EVI compressors ensure higher efficiencies compared to conventional single stage scrolls of the same capacity, and achieve this whilst using less power. The compression process is split into two stages to increase capacity and temperature lift. With EVI technology, higher outlet flow temperatures can be achieved at low source temperatures.



Standard refrigerant circuit

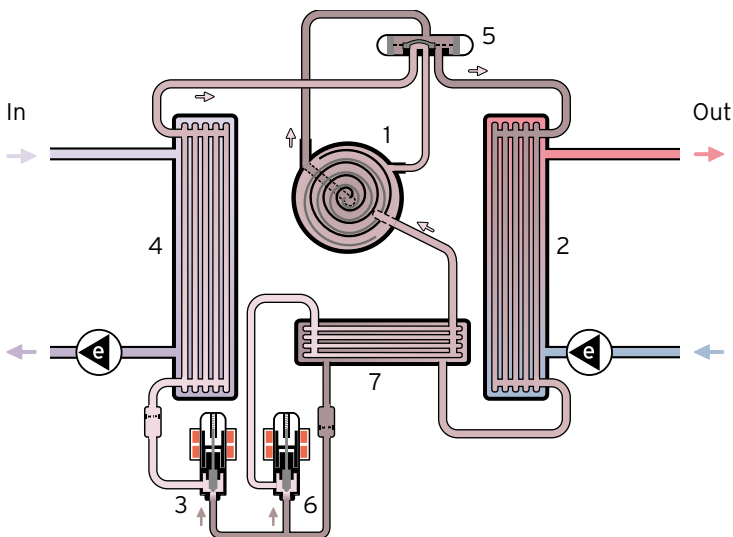
The technology used in most ground source heat pumps



Key	Description
1	Compressor
2	Condenser
3	Expansion valve (electronic)
4	Evaporator

flexoTHERM refrigerant circuit with EVI compressor

The technology used in the Vaillant flexoTHERM heat pump



Key	Description
1	Compressor
2	Condenser
3	Expansion valve (electronic)
4	Evaporator
5	Four-way valve
6	Expansion valve (electronic)
7	Economiser (sub cooler)

Benefits of an EVI compressor

- EVI is an additional integrated loop in the refrigeration circuit of the heat pump
- When there is a greater demand on the heat pump performance, such as in winter, EVI is automatically activated
- The integration of EVI results in increased heat output from the heat pump, which helps to deliver higher flow temperatures
- It operates similar to a turbocharger in a motor vehicle which is activated at certain engine speeds to boost performance allowing flexoTHERM to perform at its optimum efficiency

What makes

flexoTHERM different?



Ground

flexoTHERM is a ground source heat pump out of the box which can be connected to either a borehole or a ground collector for ground source applications. The unit can also be connected to a passive cooling module for projects that require efficient climate control as part of the specification. Available for both 230V and 400V flexoTHERM models.



Water

For water source applications, flexoTHERM can be connected to the Vaillant fluoCOLLECT, which is a water-to-water stainless steel heat exchanger module. Suitable for lakes, rivers or streams, the fluoCOLLECT module enables installers and specifiers to offer end users an alternative to ground source where applicable, to take advantage of surrounding abundant resources. Available for both 230V and 400V flexoTHERM models.

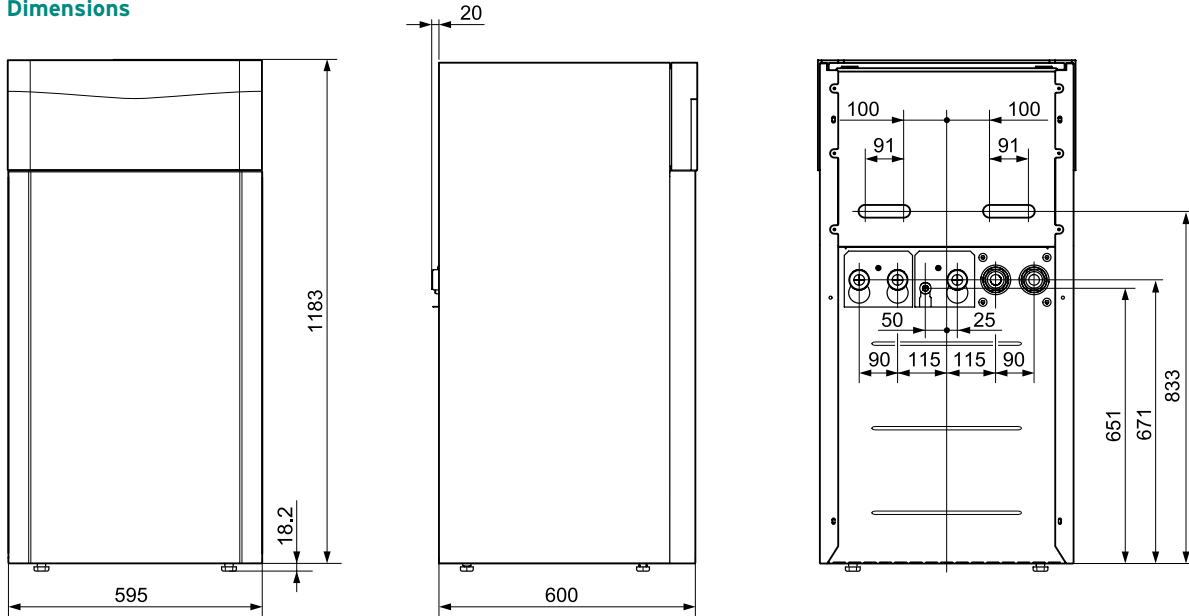


Air

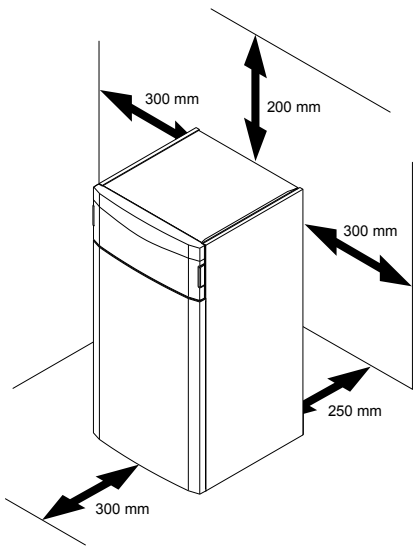
For air source applications, flexoTHERM can be connected to the Vaillant aroCOLLECT air source brine collector module. This option provides a highly efficient air-to-water system that is quiet and suitable for domestic and commercial applications. Available for 400V flexoTHERM models only.

flexoTHERM technical specification

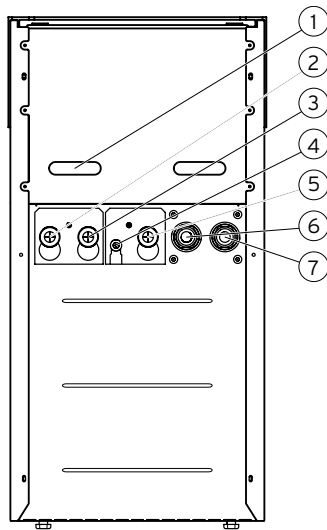
Dimensions



Clearances



Connections



Connections	Description
1	Recessed handles and cable duct
2	Heating flow
3	Heating return
4	Heating circuit diaphragm expansion tank connection
5	Hot water return
6	Hot brine from the heat source to the heat pump
7	Cold brine from the heat pump to the heat source

Note: All measurements are in millimetres. Clearance necessary for the installation or maintenance of the appliance.

Dimensions	Unit	5kW 230V	8kW 230V	11kW 230V	5kW 400V	8kW 400V	11kW 400V	15kW 400V	19kW 400V
Product dimensions, height (without adjustable feet)	mm	1183							
Product dimensions, width	mm	595							
Product dimensions, depth	mm	600							
Weight, with packaging	kg	161	176	188	155	170	178	185	197
Weight, without packaging	kg	151	166	178	145	160	168	176	187
Weight, ready for operation	kg	157	173	185	151	167	175	187	200

flexoTHERM technical specification

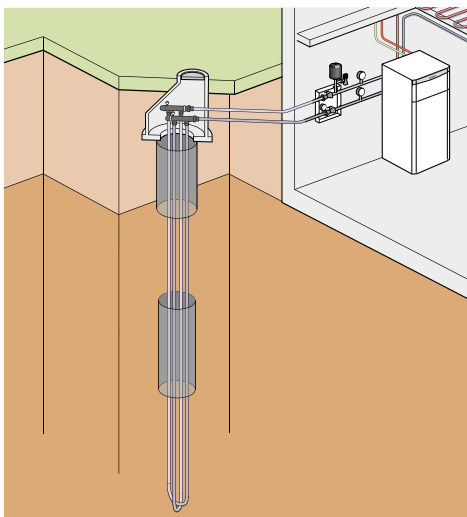
Electrical data	Unit	5kW 230V	8kW 230V	11kW 230V	5kW 400V	8kW 400V	11kW 400V	15kW 400V	19kW 400V
Heating circuit / compressor	V / Hz	1~/N/PE 230 / 50			3~/N/PE 400 / 50				
Control circuit rated voltage	V / Hz	1~/N/PE 230 / 50			1~/N/PE 230 / 50				
Auxiliary heating	V / Hz	1~/N/PE 230 / 50			3~/N/PE 400 / 50				
Power factor		cos φ = 0.9			cos φ = 0.9				
Required network impedance Z _{max} with inrush current limiter	Ω	0.42	0.14	0.15	≤ 0.472				
Fuse type, characteristic C, delay, three-pole switching		20	25	32	25	25	25	32	32
Optional building earth leakage circuit breaker		RCCB type A (type A pulse current sensitive residual-current circuit breakers) or RCCB type B (type B universal current sensitive residual-current circuit breakers)							
Inrush current (with inrush current limiter)	A	≤ 15	≤ 19	≤ 60	≤ 15	≤ 19	≤ 22	≤ 26	≤ 30
Maximum rated current	A	16.6	23.8	29.6	19.8	21.2	23.4	25.2	30.4
Minimum electrical power consumption of compressor	kW	1.40	2.10	2.60	1.40	2.00	2.50	3.30	4.70
Maximum electrical power consumption of compressor	kW	2.10	3.10	4.10	2.5	3.8	5.1	6.6	8.8
Protection class		IP 10B							
Maximum electrical power consumption of auxiliary heater	kW	5.5			9				
Hydraulic connections									
Heating flow / return	BSP male	G 1½"							
Central heating water expansion vessel	BSP male	G ¾"							
Heating and brine right angle connections	mm	35							
Heat source circuit / brine circuit									
Volume of the brine circuit in the heat pump	l	2.5	3.1	3.6	2.5	3.1	3.6	4.5	5.3
Minimum pressure of brine fluid	bar	≥ 0.7							
Maximum pressure of brine fluid	bar	≤ 3.0							
Heating circuit / building circuit									
Water volume of the heating circuit in the heat pump	l	3.2	3.9	4.4	3.2	3.9	4.4	5.8	6.5
Minimum pressure	bar	≥ 0.7							
Maximum pressure	bar	≤ 3.0							
Minimum flow temperature heating	°C	25							
Maximum flow temperature heating with compressor	°C	65							
Maximum electrical power heating circuit pump	W	63			63			140	

Refrigerant circuit	Unit	5kW 230V	8kW 230V	11kW 230V	5kW 400V	8kW 400V	11kW 400V	15kW 400V	19kW 400V
Refrigerant type		R 410 A							
Volume of refrigerant circuit in the heat pump	kg	1.50	2.40	2.50	1.50	2.40	2.50	3.05	3.95
Global warming potential (GWP) in accordance with EU No. 517/2014		2088							
CO ₂ equivalent	t	3132	5011	5220	3132	5011	5220	6368	8248
Global warming potential 100 (GWP ₁₀₀) in accordance with EC No. 842/2006		1975							
Expansion valve type		Electronic							
Permissible pressure (relative)	bar	≤ 46.0							
Compressor type		EVI Scroll							
Oil type		Ester (EMKARATE RL32-3 MAF)							
Oil filling quantity	l	0.74	1.25	1.25	0.75	1.25	1.25	1.24	1.89
Energy-related Products									
Energy-related Products at 35 °C*	band	A+++			A+++				
Energy-related Products at 55 °C*	band	A+++			A+++				

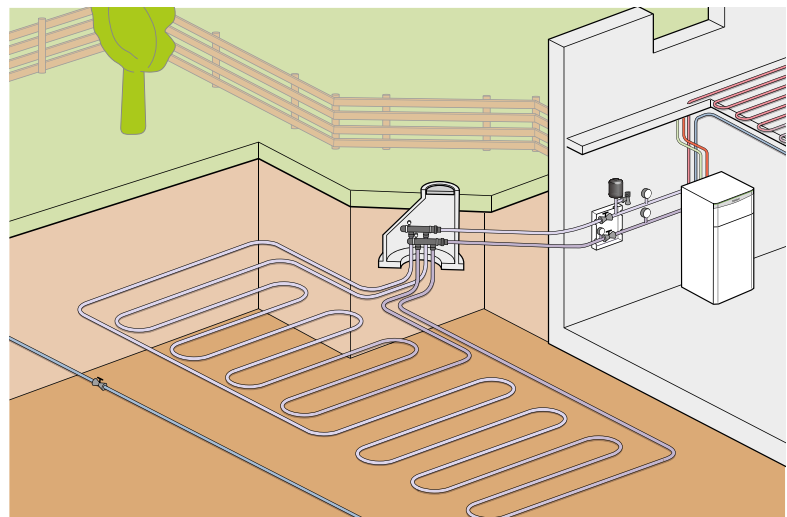
*Reported efficiency when used with VRC 700/VRC 700f controller

flexoTHERM

ground source heat pump.



flexoTHERM with borehole system



flexoTHERM with ground array system

flexoTHERM can be connected to either a ground collector or borehole system to provide efficient generation of heating and hot water.

This option is suitable for applications where adequate space is available to incorporate a ground collector - or a borehole in situations where space may be restricted. In addition, flexoTHERM can be connected to a passive cooling module to assist with climate control in modern homes that are air tight. The passive cooling module works as a heat exchanger, removing the thermal energy stored in a building to discharge it into the ground. It is only suitable for homes with underfloor heating and fan coil systems, and must work with a ground collector.

flexoTHERM ground source technical specification

Heat source circuit / brine circuit	Unit	5kW 230V	8kW 230V	11kW 230V	5kW 400V	8kW 400V	11kW 400V	15kW 400V	19kW 400V
Minimum source input temperature (brine warm) when heating	°C	-10							
Maximum source input temperature (brine warm) when heating	°C	25							
Nominal flow rate ΔT 3K at B0/W35	l/h	1300	2110	2870	1290	2320	3000	3590	4780
Minimum flow rate during continuous operation at the application limits	l/h	1190	1990	2570	1110	2140	2460	3380	3840
Maximum flow rate during continuous operation at the application limits	l/h	1300	2110	2870	1290	2320	3000	3590	4780
Maximum remaining feed head with ΔT 3K for B0/W35	bar	0.63	0.41	0.55	0.62	0.39	0.51	0.98	0.82
Electrical power consumption for B0/W35 ΔT 3K at 250mbar	W	49	78	80	44	62	64	83	121
Brine type		Ethylene glycol 30% volume							
Heating circuit									
Nominal flow rate ΔT 5K	l/h	930	1450	1930	920	1530	1920	2450	3320
Maximum remaining feed head with ΔT 5K	bar	0.65	0.44	0.30	0.65	0.45	0.35	0.73	0.45
Nominal flow rate ΔT 8K	l/h	600	930	1290	570	980	1240	1600	2180
Maximum remaining feed head with ΔT 8K	bar	0.68	0.65	0.54	0.68	0.65	0.57	0.86	0.80
Minimum flow rate at continuous working on the limitation of use	l/h	600	930	1290	570	980	1240	1600	2180
Maximum flow rate at continuous working on the limitation of use	l/h	930	1450	1930	920	1530	1920	2450	3320
Heating pump electrical power consumption for B0/W35 ΔT 5K at 250mbar pressure drop in the heating circuit	W	24	37	49	25	30	45	60	74
Heating output B0/W35 ΔT 5K	kW	5.30	8.90	11.20	5.22	8.76	11.12	14.28	19.52
Power consumption B0/W35 ΔT 5K	kW	1.13	1.75	2.24	1.12	1.74	2.24	2.93	4.18
Output figure B0/W35 ΔT 5K/coefficient of performance EN 14511		4.70	5.08	5.00	4.66	5.03	4.96	4.87	4.67
Heating output B0/W45 ΔT 5K	kW	5.30	8.80	11.20	5.21	8.71	11.08	13.85	19.46
Power consumption B0/W45 ΔT 5K	kW	1.51	2.32	2.95	1.48	2.31	2.93	3.69	5.24
Output figure B0/W45 ΔT 5K/coefficient of performance EN 14511		3.50	3.80	3.80	3.52	3.77	3.78	3.75	3.71
Heating output B0/W55 ΔT 8K	kW	5.40	9.00	11.40	5.31	8.89	11.27	14.55	19.83
Power consumption B0/W55 ΔT 8K	kW	1.80	2.73	3.56	1.78	2.70	3.56	4.53	6.12
Output figure B0/W55 ΔT 8K/coefficient of performance EN 14511		3.00	3.30	3.20	2.98	3.29	3.17	3.21	3.24
Sound power level B0/W35 EN 12102/EN 14511 L_{w} in heating mode	dB(A)	43.8	45.6	48.5	39.8	42.4	45.2	49.9	48.4

flexoTHERM heat pumps

Description	Article number
flexoTHERM 5kW 230V	0020257358
flexoTHERM 8kW 230V	0020257359
flexoTHERM 11kW 230V	0020257360
flexoTHERM 5kW 400V	0020257363
flexoTHERM 8kW 400V	0020257364
flexoTHERM 11kW 400V	0020257365
flexoTHERM 15kW 400V	0020257361
flexoTHERM 19kW 400V	0020257362

Accessories

Description	Article number
Passive cooling module up to 11kW	0010016721
Passive cooling module up to 19kW	0010016722
flexoTHERM straight connection	0020212715
Brine filling station	0020106265
Glycol discharge vessel	0020145563
18 litre brine expansion vessel (5-11kW)	302097
25 litre brine expansion vessel (15-19kW)	302098
Expansion vessel bracket	0020173592

flexoTHERM

water source adaption.

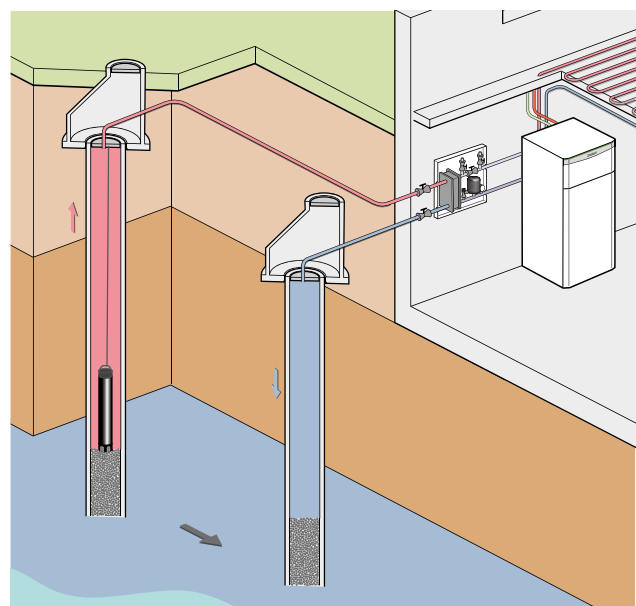


Water

The fluoCOLLECT water-to-water stainless steel heat exchanger connects to a flexoTHERM heat pump to offer an alternative to ground source.

Water source heat pump systems are ideal for end users that have a suitable water source onsite, such as a lake, river or stream. Using a fluoCOLLECT alongside a flexoTHERM enables end users to take advantage of consistent water temperatures, to produce consistent hot water and heating, even in the coldest of temperatures. With the water source system pipework being submerged, it is also a viable option for projects that are especially aesthetically sensitive and require minimal visual impact, during installation and once completed.

Highly efficient with quiet operation, the flexoTHERM and fluoCOLLECT is a simple to install option for suitable projects.



flexoTHERM with fluoCOLLECT for water source systems

flexoTHERM water source technical specification

Heat source circuit / brine circuit	Unit	5kW 230V	8kW 230V	11kW 230V	5kW 400V	8kW 400V	11kW 400V	15kW 400V	19kW 400V
Heat source module		VWW 11/4 SI						VWW 19/4 SI	
Nominal flow of groundwater at ΔT 3K with W10/W35	l/h	1300	2160	3100	1450	2240	3520	4540	5480
Brine fluid type		Ethylene glycol 30% volume							
Building circuit / heating circuit									
Nominal flow rate ΔT 5K	l/h	1025	1730	2270	1100	1720	2170	2920	3990
Maximum remaining feed head with ΔT 5K	bar	0.80	2.19	4.22	0.65	0.42	0.23	0.56	0.21
Nominal flow rate ΔT 8K	l/h	710	1120	1510	680	1130	1420	1870	2610
Maximum remaining feed head with ΔT 8K	bar	0.62	2.10	4.05	0.68	0.56	0.47	0.82	0.69
Minimum flow rate during continuous operation at the application limits	l/h	710	1120	1510	680	1130	1420	1870	2610
Maximum flow rate during continuous operation at the application limits	l/h	1025	1730	2270	1100	1720	2170	2920	3990
Heating pump electrical power consumption for W10/W35 ΔT 5K with an external pressure loss of 250mbar in the heating circuit	W	24	37	49	35	45	55	100	110
Heating output W10/W35 ΔT 5K	kW	6.40	10.0	12.90	6.40	9.88	12.84	16.57	22.93
Power consumption W10/W35 ΔT 5K	kW	1.33	1.92	2.53	1.40	1.91	2.50	3.09	4.44
Output figure W10/W35 ΔT 5K/coefficient of performance EN 14511		4.80	5.20	5.10	4.80	5.17	5.14	5.36	5.16
Heating output W10/W45 ΔT 5K	kW	6.30	10.10	12.90	6.15	9.97	12.79	16.36	23.47
Power consumption W10/W45 ΔT 5K	kW	1.70	2.46	3.23	1.67	2.45	3.23	3.92	5.70
Output figure W10/W45 ΔT 5K/coefficient of performance EN 14511		3.70	4.10	4.00	3.68	4.07	3.96	4.17	4.12
Heating output W10/W55 ΔT 8K	kW	6.30	10.30	13.30	6.19	10.22	13.16	16.92	23.59
Power consumption W10/W55 ΔT 8K	kW	2.10	2.94	4.03	2.10	2.96	3.95	4.77	6.73
Output figure W10/W55 ΔT 8K/coefficient of performance EN 14511		3.00	3.50	3.30	2.95	3.45	3.33	3.55	3.51
Sound power level W10/W35 EN 12102/EN 14511 L_{w1} in heating mode	dB(A)	43.3	46.9	50.0	41.2	47.9	45.0	49.9	50.6

flexoTHERM heat pumps

Description	Article number
flexoTHERM 5kW 230V	0020257358
flexoTHERM 8kW 230V	0020257359
flexoTHERM 11kW 230V	0020257360
flexoTHERM 5kW 400V	0020257363
flexoTHERM 8kW 400V	0020257364
flexoTHERM 11kW 400V	0020257365
flexoTHERM 15kW 400V	0020257361
flexoTHERM 19kW 400V	0020257362

Accessories

Description	Article number
fluoCOLLECT up to 11kW - water source only	0010016719
fluoCOLLECT up to 19kW - water source only	0010016720
Passive cooling module up to 11kW	0010016721
Passive cooling module up to 19kW	0010016722
flexoTHERM straight connection	0020212715
Brine filling station	0020106265
Glycol discharge vessel	0020145563
18 litre brine expansion vessel (5-11kW)	302097
25 litre brine expansion vessel (15-19kW)	302098
Expansion vessel bracket	0020173592

flexoTHERM

air source adaption.



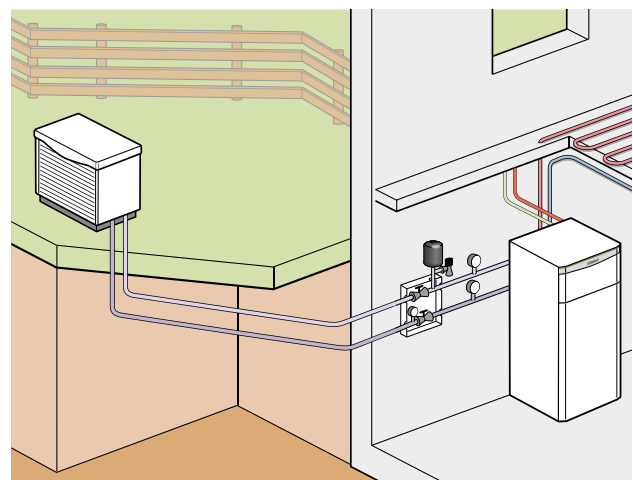
Air



The aroCOLLECT air source brine collector module acts as an alternative to a ground loop and is compatible with 400V flexoTHERM models.

aroCOLLECT is a three-phase air collector that uses the ambient air temperature to warm the brine fluid just like a ground loop system. The result is a high-efficiency air-to-water heat exchanger that ensures there is no heat loss between the outside and indoors. It features fully modulating ventilators with minimal sound production, which means the system runs very quietly, operating with a very low noise level of 39.8dB(A) (400V, 5kW).

aroCOLLECT features a twin unit connection using balanced Tichelmann piping, reverse return system and is ideal for outdoor use in agricultural, commercial and residential projects.



flexoTHERM with aroCOLLECT for air source systems

flexoTHERM air source technical specification

Heat source circuit / brine circuit	Unit	5kW 400V	8kW 400V	11kW 400V	15kW 400V	19kW 400V
Heat source module		1 x VWL 11/4 SA			2 x VWL 11/4 SA	
Brine fluid type		Ethylene glycol 44% volume				
Building circuit / heating circuit						
Nominal flow rate ΔT 5K	l/h	1070	1510	1990	2650	3440
Maximum remaining feed head with ΔT 5K	bar	0.61	0.42	0.31	0.64	0.38
Nominal flow rate ΔT 8K	l/h	660	1020	1350	1720	2300
Maximum remaining feed head with ΔT 8K	bar	0.69	0.56	0.53	0.84	0.75
Minimum flow rate during continuous operation at the application limits	l/h	660	1020	1350	1720	2300
Maximum flow rate during continuous operation at the application limits	l/h	1070	1510	1990	2650	3440
Heating pump electrical power consumption for A7/W35 ΔT 5K with an external pressure loss of 250mbar in the heating circuit	W	28	36	50	70	78
Heating output A7/W35 ΔT 5K	kW	6.11	8.69	11.40	15.08	19.68
Power consumption A7/W35 ΔT 5K	kW	1.27	1.87	2.46	3.15	4.44
Output figure A7/W35 ΔT 5K/coefficient of performance EN 14511		4.78	4.64	4.63	4.79	4.43
Heating output A7/W45 ΔT 5K	kW	5.98	8.95	11.93	15.37	20.46
Power consumption A7/W45 ΔT 5K	kW	1.62	2.40	3.13	3.99	5.54
Output figure A7/W45 ΔT 5K/coefficient of performance EN 14511		3.69	3.73	3.80	3.85	3.69
Heating output A7/W55 ΔT 8K	kW	6.05	9.40	12.14	15.78	20.72
Power consumption A7/W55 ΔT 8K	kW	1.94	2.91	3.80	4.81	6.55
Output figure A7/W55 ΔT 8K/coefficient of performance EN 14511		3.12	3.23	3.19	3.27	3.16
Sound power level A7/W35 EN 12102/EN 14511 $L_{w,i}$ in heating mode	dB(A)	40.3	45.8	44.4	48.7	48.1

flexoTHERM heat pumps

Description	Article number
flexoTHERM 5kW 400V	0020257363
flexoTHERM 8kW 400V	0020257364
flexoTHERM 11kW 400V	0020257365
flexoTHERM 15kW 400V	0020257361
flexoTHERM 19kW 400V	0020257362

Accessories

Description	Article number
aroCOLLECT up to 11kW pack (400V) - air source only	0020221335
aroCOLLECT up to 19kW pack (400V) - air source only	0020221336
Passive cooling module up to 11kW	0010016721
Passive cooling module up to 19kW	0010016722
flexoTHERM straight connection	0020212715
Brine filling station	0020106265
Glycol discharge vessel	0020145563
18 litre brine expansion vessel (5-11kW)	302097
25 litre brine expansion vessel (15-19kW)	302098
Expansion vessel bracket	0020173592

VRC 700 and VRC 700f

system controls.



The Vaillant wired VRC 700 and wireless VRC 700f system controls allow your customer to take control of their Vaillant heating and hot water system.

Designed to work harmoniously with all current Vaillant products, the VRC 700 and VRC 700f effortlessly use weather compensation technology to ensure your customers appliances are working to their peak performance, always maintaining optimum efficiency.

Furthermore, the VRC 700 and VRC 700f have been designed to be controlled via the VRC 700 app, available on Google Play and the Apple App Store in order to control heating systems on the go.

Why are controls important?

Incorporating controls into a renewable heating and hot water system allows the system to run efficiently, it will also prevent overheating to save energy consumption and help to reduce overall energy bills. Controls also help customers tailor their heating to their lifestyle requirements, to make sure the heating is only on when it is required and can accommodate environmental factors through intelligent weather compensating technology.



Brilliant design with an intuitive interface

The VRC 700 and VRC 700f controls are designed to be easy to use for both installer and homeowner. The simple to navigate menu structure enables heating and hot water time schedules to be set and saved, even in the event of a power failure. The in-built holiday function means homeowners can be assured that their heating can be powered down during their absence and easily reinstated on their return. The VRC 700 and VRC 700f intelligently communicates with all Vaillant appliances and can also be used to control cascade systems for larger domestic and commercial projects.



Key features and benefits

■ Designed with simplicity and familiarity in mind

The VRC 700 and VRC 700f controls are designed with ease of use in mind. Using a familiar menu structure, it makes controlling the system easy and efficient

■ Takes care of all Vaillant equipment automatically

Intelligently communicates with all Vaillant appliances. The hybrid management system will also automatically choose the most efficient appliance, to deliver the most cost effective and energy efficient solution

■ Flexible time programs

Three heating and three hot water time periods can be set for each week, day or over a 24-hour period

■ Holiday function

Prevents the heating and hot water coming on whilst away and reinstates it upon return

■ Up to three heating circuits with domestic hot water control

Additional heating zone controls are available in wired (VR 91) and wireless (VR 91f) options and designed to mirror the functionality of the VRC 700 and VRC 700f. This is to provide your customers with a familiar user experience anywhere in their property

■ Clear, high contrast backlit display

Blue backlit display, offers outstanding contrast, resulting in clear information, with low energy consumption on both the VRC 700/VRC 700f and VR 91/VR 91f

■ Programs stored in memory permanently

Holds time and temperature programs permanently, even in the event of a power failure

■ Controls multiple heat pumps

Control up to seven heat pumps with a single boiler in cascade whilst also supporting solar thermal

■ Cascade functionality utilises degree minutes in order to calculate when best to use each appliance in turn

It simultaneously records the individual running hours to ensure every appliance is run for an equal amount of time

■ Supports wired or wireless requirements

VRC 700 for wired systems and the VRC 700f provides wireless system functionality

■ App control available

The VRC 700 app enables customers to control their heating systems on the go. Available on Google Play and the Apple App Store

■ Compatible with ambISENSE

Control each individual room with Vaillant's new smart thermostatic radiator valves

flexoTHERM control packs

Pack enables control of flexoTHERM heat pump system, one wired/wireless heating zone and hot water, or flexoTHERM with third party controls installed post buffer tank



Pack includes:
one VRC 700 (f)

Wired pack:
0020236291

Wireless pack:
0020259829



Pack enables control of the flexoTHERM heat pump system, one wired/wireless heating zone and solar thermal hot water system



Pack includes:
VRC 700 (f), VR 70
and VR 11

Wired pack:
0020236295

Wireless pack:
0020259833



Pack enables control of the flexoTHERM heat pump system, two wired/wireless heating zones and hot water system



Pack includes:
VRC 700 (f), VR 70
and VR 91 (f)

Wired pack:
0020236293

Wireless pack:
0020259831



Pack enables control of the flexoTHERM heat pump system, two wired/wireless heating zones and solar thermal hot water system



Pack includes:
VRC 700 (f), VR 71,
VR 91 (f) and VR 11

Wired pack:
0020259834

Wireless pack:
0020259835



Pack enables control of the flexoTHERM heat pump system, three wired/wireless heating zones and hot water system



Pack includes:
VRC 700 (f), VR 71
and two VR 91 (f)

Wired pack:
0020236294

Wireless pack:
0020259832



Control packs and components

VRC 700 and VRC 700f control packs

Description	Article number
Wired VRC 700 control unit	0020236291
Wired VRC 700 underfloor heating control pack	0020236292
Wired VRC 700 two zone pack and DHW	0020236293
Wired VRC 700 three zone pack and DHW	0020236294
Wired VRC 700 one zone pack and solar DHW	0020236295
Wired VRC 700 two zone pack and solar DHW	0020259834
Wireless VRC 700f control unit	0020259829
Wireless VRC 700f underfloor heating control pack	0020259830
Wireless VRC 700f two zone pack and DHW	0020259831
Wireless VRC 700f three zone pack and DHW	0020259832
Wireless VRC 700f one zone pack and solar DHW	0020259833
Wireless VRC 700f two zone pack and solar DHW	0020259835

Control components

Description	Article number
VR 70 wiring centre	0020184884
VR 71 wiring centre	0020184847
Wired VR 91 programmable room thermostat	0020171334
Wireless VR 91f programmable room thermostat	0020231566
VR 40 multifunctional module 2-in-7	0020017744
VR 32 eBUS coupler	0020139895

NOTE: individual components do not come with wiring guides.

ambiSENSE

The new smart thermostatic radiator valve (TRV) enables end users to control their temperature in each individual room using a smartphone app. The easy to read TRV utilises the VRC 700 app so that the heating system can be controlled on the go for added convenience. Smarter heating systems can help to reduce energy consumption and help end users save money on their energy bills, whilst also improving comfort. Up to 20 ambiSENSE TRV's can be installed using the VRC 700 or VRC 700f, and one VR 91 or VR 91f for up to seven boilers in cascade.

Description	Article number
ambiSENSE starter pack	0020242485
VR 50 ambiSENSE radiator valve	0020242487
VR 51 ambiSENSE room thermostat	0020247923
VR 920 internet gateway	0020252923

For further information on Vaillant's range of controls and accessories, please contact your Regional Business Manager.

uniSTOR

heat pump cylinders.



The uniSTOR heat pump cylinder range has been designed to work in harmony with Vaillant flexoTHERM heat pumps, to provide highly efficient heating and hot water systems.

uniSTOR's large surface area and smooth coil design maximises heat transfer, to ensure connected Vaillant heat pumps run at their optimum efficiency, to reduce running costs and increase hot water performance.

Ranging from 150 up to 800 litres, our uniSTOR heat pump cylinders are available in both pre-plumbed (150 to 300 litres only) and standard options, giving you and your customers even more flexibility. In addition to this, the 250 and 300 litre cylinders have an increased coil size making them compatible with a wider range of ground source heat pump systems.

uniSTOR cylinders also have a Global Warming Potential of less than 5, thanks to thermal injected insulation, as well as a 100% recyclable stainless steel tank with an ultra-hard-wearing outer shell, to deliver a highly efficient and sustainable heating system.

Key features and benefits

- **Thermal injected polyurethane insulation combined with vacuum panels**
Superior insulation and efficiency
- **Large diameter, smooth coil technology**
Provides quiet operation, reduces build-up of scale and aids in long-term efficiency through automatic descaling
- **Global Warming Potential less than 5 and ozone depletion of 0**
Designed around environmental requirements
- **Factory fitted immersion heater (150 to 300 litre uniSTOR cylinders)**
Emergency backup in case of main heat source failure
- **Thermodynamically positioned sensor pocket**
Optimises system performance
- **Expansion vessels included or available as accessories**
Complete system solution offering whilst meeting all building regulations

uniSTOR heat pump cylinders

Description	Article number
uniSTOR 150 litre slimline pre-plumbed cylinder	0020237129
uniSTOR 200 litre pre-plumbed cylinder	0020237130
uniSTOR 250 litre pre-plumbed cylinder	0020237131
uniSTOR 300 litre pre-plumbed cylinder	0020237132
uniSTOR 150 litre standard cylinder	0020235271
uniSTOR 200 litre standard cylinder	0020235272
uniSTOR 250 litre standard cylinder	0020235273
uniSTOR 300 litre standard cylinder	0020235274
uniSTOR 500 litre standard cylinder*	0010019228
uniSTOR 800 litre standard cylinder (immersion heater not included)*	0010019229
auroSTOR 500 litre twin coil cylinder*	0010019234

* One unvented kit and expansion vessel required with each cylinder

Accessories (500 litre and 800 litre cylinders only)

Description	Article number
Immersion heater 7kW (800 litre uniSTOR only)	0020235671
Unvented cylinder kit 1"	0020235964
Unvented cylinder kit 1 ¹ / ₄ "	0020235965
Unvented cylinder kit 1 ¹ / ₂ "	0020235966
Unvented cylinder kit 2"	0020235967
Expansion vessel 50 litre (for uniSTOR and auroSTOR 500 litre)	0020229941
Expansion vessel 80 litre (for uniSTOR 800 litre)	0020229942

Compatibility matrix

flexoTHERM	uniSTOR 150 litre cylinder	uniSTOR 200 litre cylinder	uniSTOR 250 litre cylinder	uniSTOR 300 litre cylinder	uniSTOR 500 litre cylinder	auroSTOR 500 litre twin coil cylinder*	uniSTOR 800 litre cylinder
5kW 230V / 400V	✓	✓	✓				
8kW 230V / 400V		✓	✓	✓		✓	
11kW 230V / 400V			✓	✓	✓	✓	
15kW 400V			✓	✓	✓		✓
19kW 400V					✓		✓

* auroSTOR 500 litre cylinder for combined heat pump and solar thermal systems

aIISTOR

buffer cylinders



The aIISTOR buffer cylinder range consists of six cylinders - ranging from 300 to 2000 litres, which can be cascaded for even greater capacities and flexibility during installation.

The Vaillant range of aIISTOR buffer cylinders compliments our flexoTHERM heat pump range as they allow them to operate efficiently, ensure continuous supply even in 'off' periods and allow running times of the heat pump to be extended.

Key features and benefits

- **Extended range of buffers up to 2000 litres**
Compatible with all heat sources and meets the requirements for domestic and commercial systems
- **High levels of insulation**
Minimised heat loss achieving ErP 'B' rating
- **New slimline dimensions for smaller cylinders**
Greater flexibility for a range of site locations
- **Up to eight connections**
When used with the VR 10 sensor for additional heat sources
- **Inline connections**
Simple and neat installation
- **Clip on insulation**
Easier and lighter to handle in smaller sections and giving greater flexibility during installation
- **Internal baffle/deflector plates**
Improves circulation and layering within buffer cylinder
- **Buffers can be installed in cascade**
Greater capacity to cater for larger projects

aIISTOR buffer cylinders

Description	Article number
aIISTOR VPS 300 litre	0010015130
aIISTOR VPS 500 litre	0010015131
aIISTOR VPS 800 litre	0010015132
aIISTOR VPS 1000 litre	0010015133
aIISTOR VPS 1500 litre	0010015134
aIISTOR VPS 2000 litre	0010015135

Buffer cylinders for heating and cooling



100 litre buffer cylinder



200 litre buffer cylinder

The Vaillant buffer cylinder range are available in two sizes - 100 litres and 200 litres. Excellent for heating and cooling applications and can be wall-hung for easy siting (100 litre only).

Key features and benefits

■ Floor standing and wall-mounted options for 100 litre buffer cylinder

For more flexible siting options

■ High levels of insulation

Minimised heat loss achieving ErP A rating for 100 litre buffer cylinder and ErP B rating for 200 litre buffer cylinder

■ Can be installed onto a system to provide cooling

For a more flexible solution

■ Eight multi-tappings for additional heat sources

For additional heat sources

■ Provided with blanking plugs

For ease of install

■ Compact and aesthetic design

100 litre: 927mm (H) x 563mm(D)

200 litre: 1202mm (H) x 600mm (D)

■ Includes VR 10 sensor

For wiring into the VR 70

Buffer cylinders

Description	Article number
100 litre buffer cylinder	0020250167
200 litre buffer cylinder	0020250168

Compatibility matrix

flexoTHERM	Recommended Buffer Volume**					
	40 litre	100 litre	200 litre	300 litre	500 litre	800 litre
5kW	✓*	✓	✓	✓		
8kW			✓	✓		
11kW			✓	✓		
15kW				✓	✓	
19kW				✓	✓	✓

* at least 30% of open system volume is required when using this buffer, the buffer should be installed inline on the heating return

** The above is for guidance only, and does not take into account open system volume. Correct design is the responsibility of the installer. For installations that require cascade heat pumps, contact your nearest Regional Business Manager for more information.

Performance data

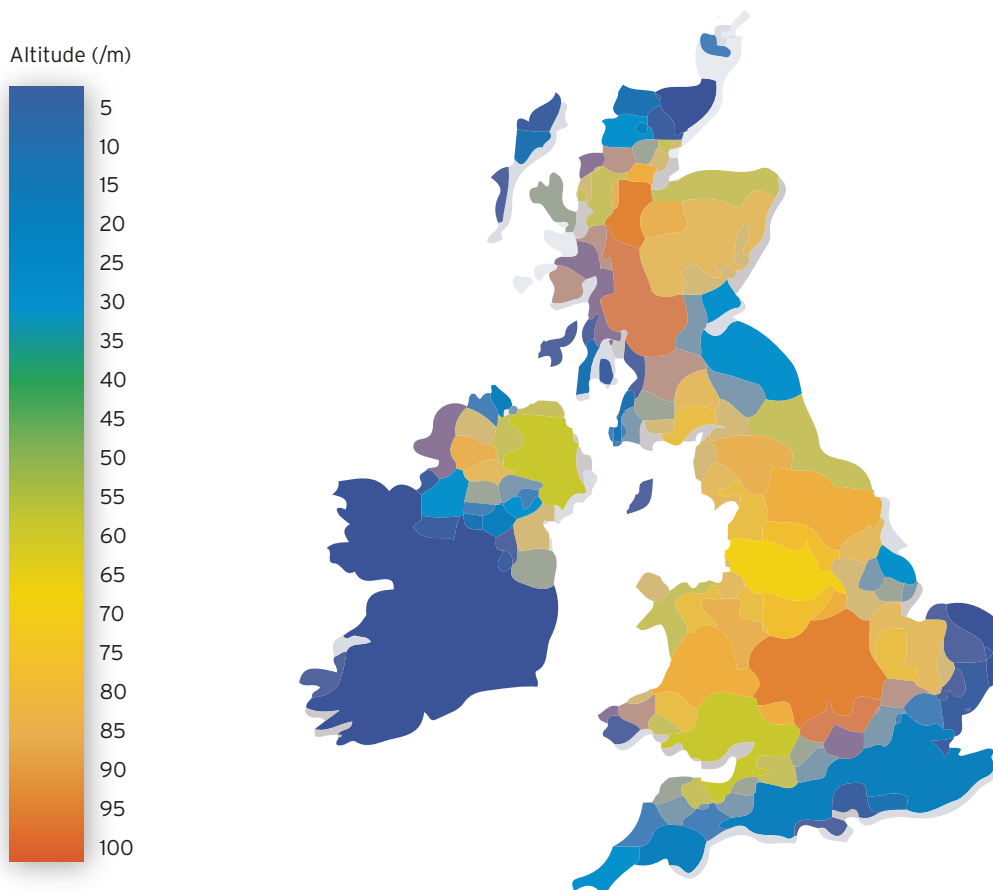
When designing a heating system that utilises a heat pump, there are a number of design factors that need to be considered.

Heat loss

MCS recommends using the MIS 3005 installation standard for designing a heat pump system. Systems should be specified at peak winter requirements, depending on location, to ensure year round comfort as detailed in the table below.

Location	Altitude (/m)	Hourly dry-bulb temperature (/°C) equal to or exceeded for 99% of the hours in a year
Belfast	68	-1.2
Birmingham	96	-3.4
Cardiff	67	-1.6
Edinburgh	35	-3.4
Glasgow	5	-3.9
London	25	-1.8
Manchester	75	-2.2
Plymouth	27	-0.2

A room-by-room heating requirement test / check will then need to be carried out at the set outside temperature in order to understand the heating needs of the total property.



System design

considerations

flexoTHERM system sizing

Determine the estimated heat loss from the property, taking into consideration the year of build. The value in table A will determine the approximate amount of kW required from the heat pump and will indicate which flexoTHERM is required in table B. flexoTHERM heat pumps can also be installed in cascade for larger domestic and commercial properties. Contact Vaillant for further details.

Heat loss calculation table A														
No house upgrade		Total m ²												
Year	Unit	60	80	100	120	140	160	180	200	220	240	260	280	300
1970-1995	100W/m ²	6.0	8.0	10.0	12.0	14.0	16.0	18.0	20.0	22.0	24.0	26.0	28.0	30.0
1996-2005	80W/m ²	4.8	6.4	8.0	9.6	11.2	12.8	14.4	16.0	17.6	19.2	20.8	22.4	24.0
2006-2010	50W/m ²	3.0	4.0	5.0	6.0	7.0	8.0	9.0	10.0	11.0	12.0	13.0	14.0	15.0
2010	40W/m ²	2.4	3.2	4.0	4.8	5.6	6.4	7.2	8.0	8.8	9.6	10.4	11.2	12.0
House upgrade for double glazing and loft insulation		Total m ²												
Year	Unit	60	80	100	120	140	160	180	200	220	240	260	280	300
1970-1995	85W/m ²	5.1	6.8	8.5	10.2	11.9	13.6	15.3	17.0	18.7	20.4	22.1	23.8	25.5
1996-2005	70W/m ²	4.2	5.6	7.0	8.4	9.8	11.2	12.6	14.0	15.4	16.8	18.2	19.6	21.0
2006-2010	50W/m ²	3.0	4.0	5.0	6.0	7.0	8.0	9.0	10.0	11.0	12.0	13.0	14.0	15.0
2010	40W/m ²	2.4	3.2	4.0	4.8	5.6	6.4	7.2	8.0	8.8	9.6	10.4	11.2	12.0
House upgrade for double, loft insulation and cavity wall insulation		Total m ²												
Year	Unit	60	80	100	120	140	160	180	200	220	240	260	280	300
1970-1995	70W/m ²	5.1	6.8	8.5	10.2	11.9	13.6	15.3	17.0	18.7	20.4	22.1	23.8	25.5
1996-2005	60W/m ²	4.2	5.6	7.0	8.4	9.8	11.2	12.6	14.0	15.4	16.8	18.2	19.6	21.0
2006-2010	50W/m ²	3.0	4.0	5.0	6.0	7.0	8.0	9.0	10.0	11.0	12.0	13.0	14.0	15.0
2010	40W/m ²	2.4	3.2	4.0	4.8	5.6	6.4	7.2	8.0	8.8	9.6	10.4	11.2	12.0

■ Cascade solution required

flexoTHERM calculation Table B	
0-5.3kW	flexoTHERM 5kW
5.3-8.8kW	flexoTHERM 8kW
8.8-11.2kW	flexoTHERM 11kW
11.2-14.2kW	flexoTHERM 15kW
14.2-19.46kW	flexoTHERM 19kW

Based on 45°C flow temp and -3°C outside temperature

Ground loop and bore hole size guide

flexoTHERM ground source heat pump can be installed using a ground array or bore hole, use the table below to estimate the size required for the kW output. Contact Vaillant for further details.

Extraction/m	Horizontal (m)				Boreholes Drill Depth (m)				
	9	12	15	18	29	33	37	41	45
flexoTHERM 5kW	430	322	258	215	133	117	105	94	86
flexoTHERM 8kW	714	535	428	357	221	195	174	157	143
flexoTHERM 11kW	908	681	545	454	282	248	221	199	182
flexoTHERM 15kW	1143	857	686	572	355	312	278	251	229
flexoTHERM 19kW	1589	1192	954	795	493	433	387	349	318

Above based on 2400 FLEQ hours on average ground conditions based on 40mm HDPE, the above can be used as a guide only. Correct design is the responsibility of the installer.

Seasonal Coefficient of Performance

Seasonal Coefficient of Performance (SCoP) is the calculated efficiency of the product over the year at a specified heating flow temperature - the higher the SCoP value, the lower the running costs will be. For projects that qualify for RHI, SCoP values will contribute towards calculating RHI payments.

flexoTHERM SCoP table					
flexoTHERM ground source heat pump	35 °C	40 °C	45 °C	50 °C	55 °C
flexoTHERM 5kW 230V	4.67	4.15	3.64	3.50	3.36
flexoTHERM 8kW 230V	4.64	4.14	3.65	3.52	3.38
flexoTHERM 11kW 230V	4.73	4.23	3.73	3.61	3.49
flexoTHERM 5kW 400V	4.97	4.40	3.83	3.66	3.49
flexoTHERM 8kW 400V	5.34	4.74	4.14	3.99	3.83
flexoTHERM 11kW 400V	5.30	4.68	4.07	3.89	3.72
flexoTHERM 15kW 400V	5.18	4.60	4.02	3.88	3.74
flexoTHERM 19kW 400V	4.87	4.36	3.85	3.76	3.68
flexoTHERM with fluoCOLLECT water source heat pump	35 °C	40 °C	45 °C	50 °C	55 °C
flexoTHERM 5kW 230V	4.82	4.39	3.96	3.89	3.81
flexoTHERM 8kW 230V	5.10	4.59	4.08	3.96	3.83
flexoTHERM 11kW 230V	4.97	4.48	3.99	3.89	3.79
flexoTHERM 5kW 400V	5.19	4.59	4.00	3.82	3.64
flexoTHERM 8kW 400V	5.62	5.01	4.40	4.26	4.13
flexoTHERM 11kW 400V	5.58	4.96	4.35	4.18	4.02
flexoTHERM 15kW 400V	5.82	5.19	4.56	4.41	4.26
flexoTHERM 19kW 400V	5.55	4.97	4.38	4.27	4.15
flexoTHERM with aroCOLLECT air source heat pump	35 °C	40 °C	45 °C	50 °C	55 °C
flexoTHERM 5kW 400V	4.34	3.83	3.32	3.29	3.26
flexoTHERM 8kW 400V	4.20	3.75	3.29	3.28	3.28
flexoTHERM 11kW 400V	4.10	3.63	3.16	3.14	3.12
flexoTHERM 15kW 400V	4.43	3.90	3.38	3.36	3.38
flexoTHERM 19kW 400V	4.00	3.56	3.13	3.16	3.19

Seasonal Coefficient of Performance data is calculated as per EN 14825



System accessories



Passive cooling module

- Passive cooling module for use with ground collector and boreholes
- Thermally insulated casing
- Integral diverter valve, mixing valve and heat exchanger
- Wall mounted for easy installation

Description	Article number
Passive cooling module up to 11kW	0010016721
Passive cooling module up to 19kW	0010016722



Brine filling station

- Fill and flush points for brine circuit (35mm copper connections)
- Thermally insulated casing
- Pressure gauge
- Connection for brine expansion vessel

Description	Article number
Brine filling station	0020106265



Discharge vessel

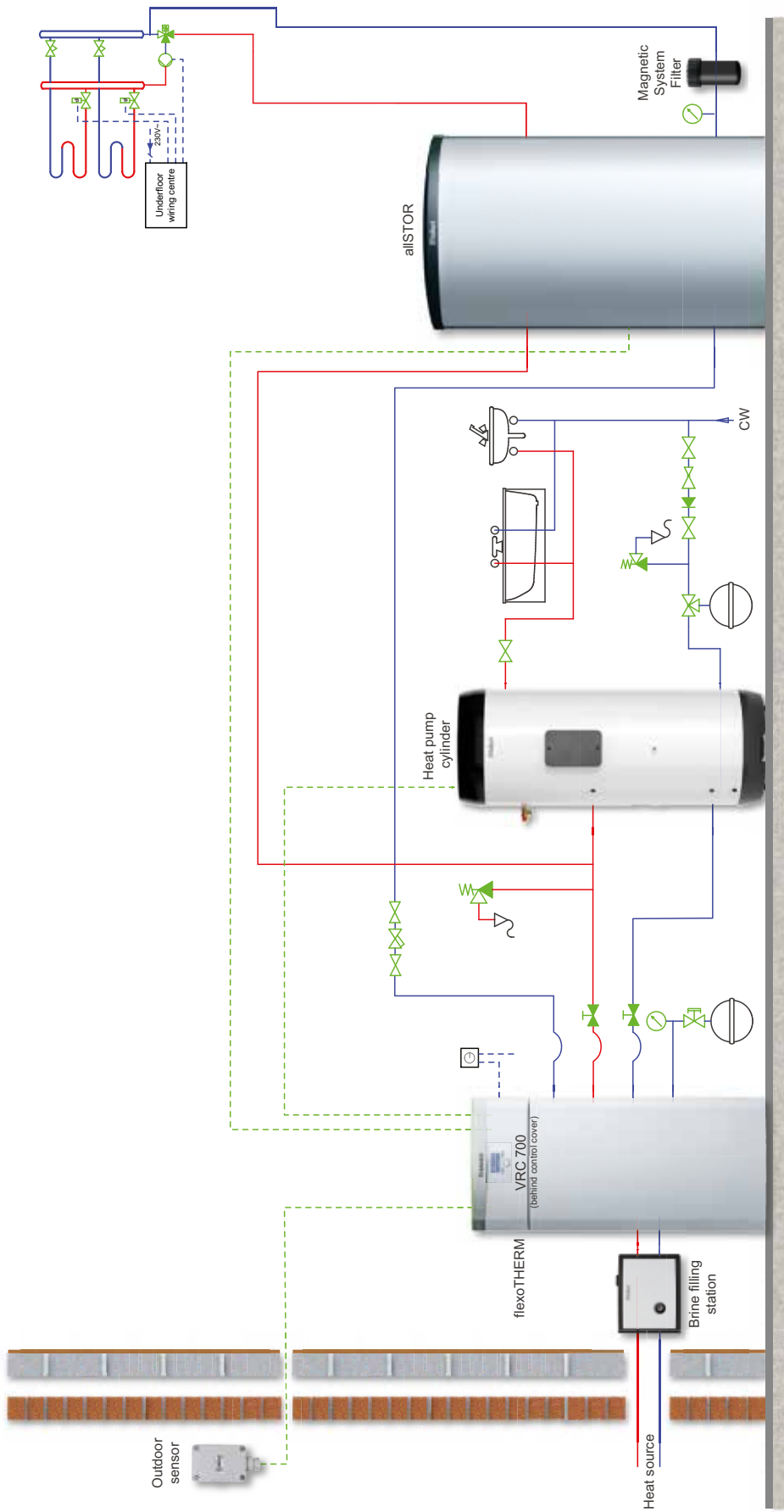
- Small wall-mounted vessel
- Collects brine fluid if the PRV opens
- Ensures brine fluid does not discharge into the drainage system

Description	Article number
Discharge vessel	0020145563

Accessories

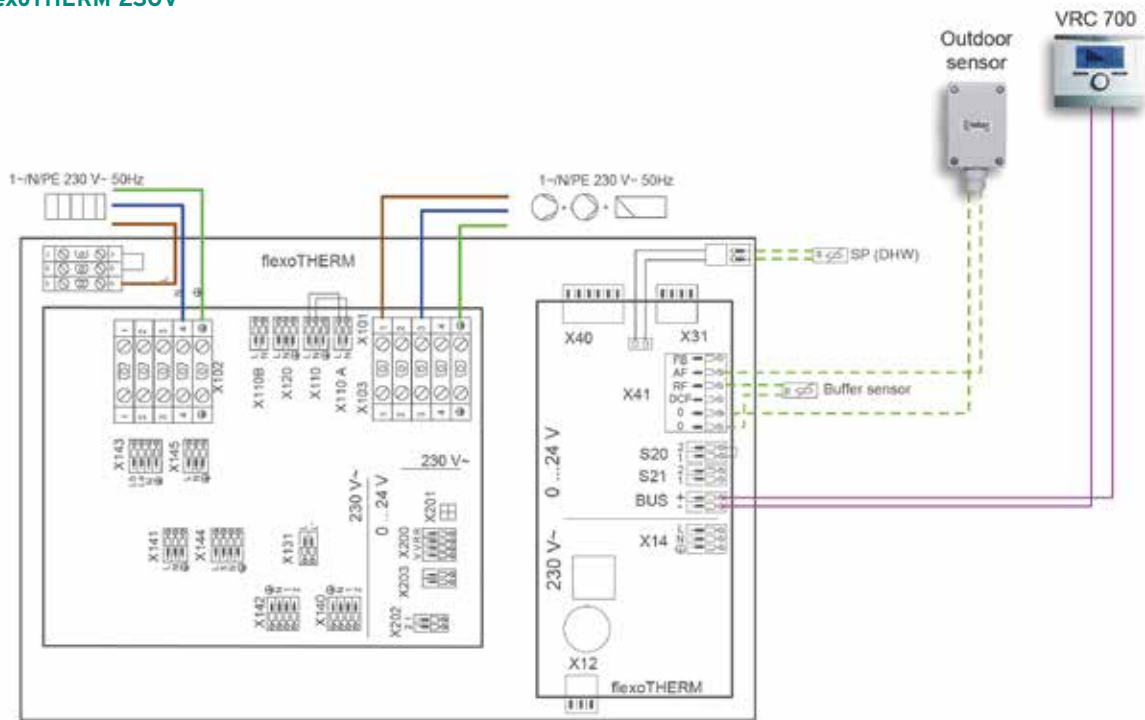
Description	Article number
Brine de-airer	0020261123
18 litre brine expansion vessel (5-11kW)	302097
25 litre brine expansion vessel (15-19kW)	302098
Expansion vessel bracket	0020173592

flexoTHERM, buffer module, DHW cylinder, one U/F zone - schematic

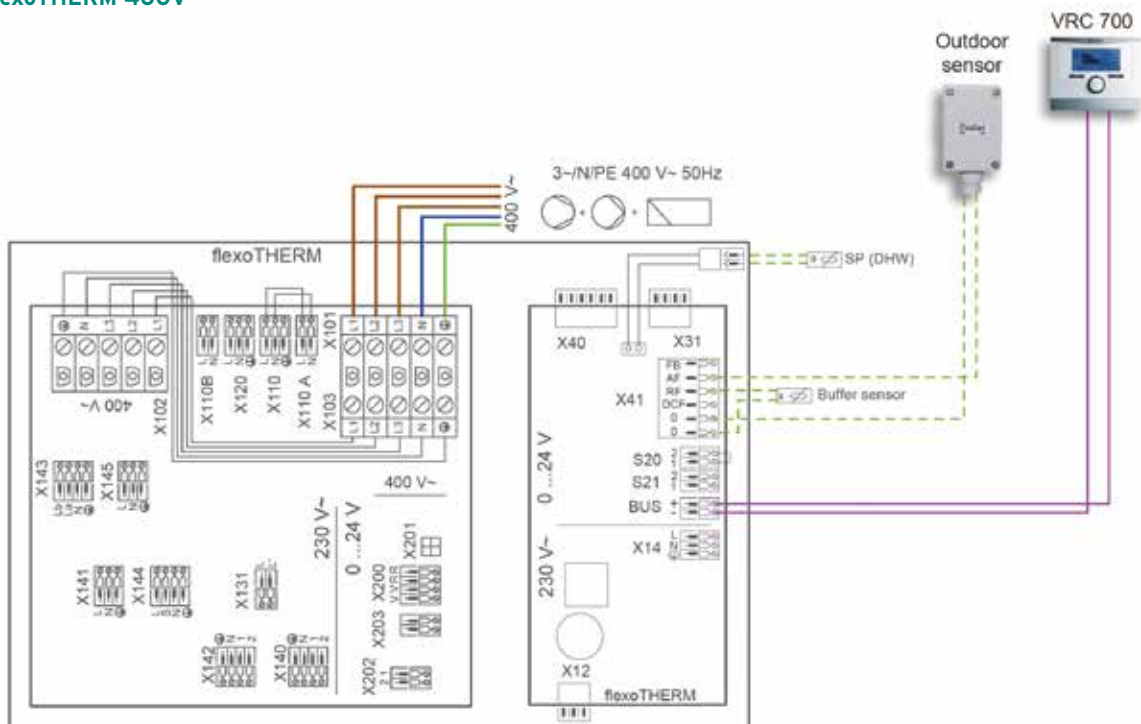


flexoTHERM, buffer module, DHW cylinder, one U/F zone - wiring

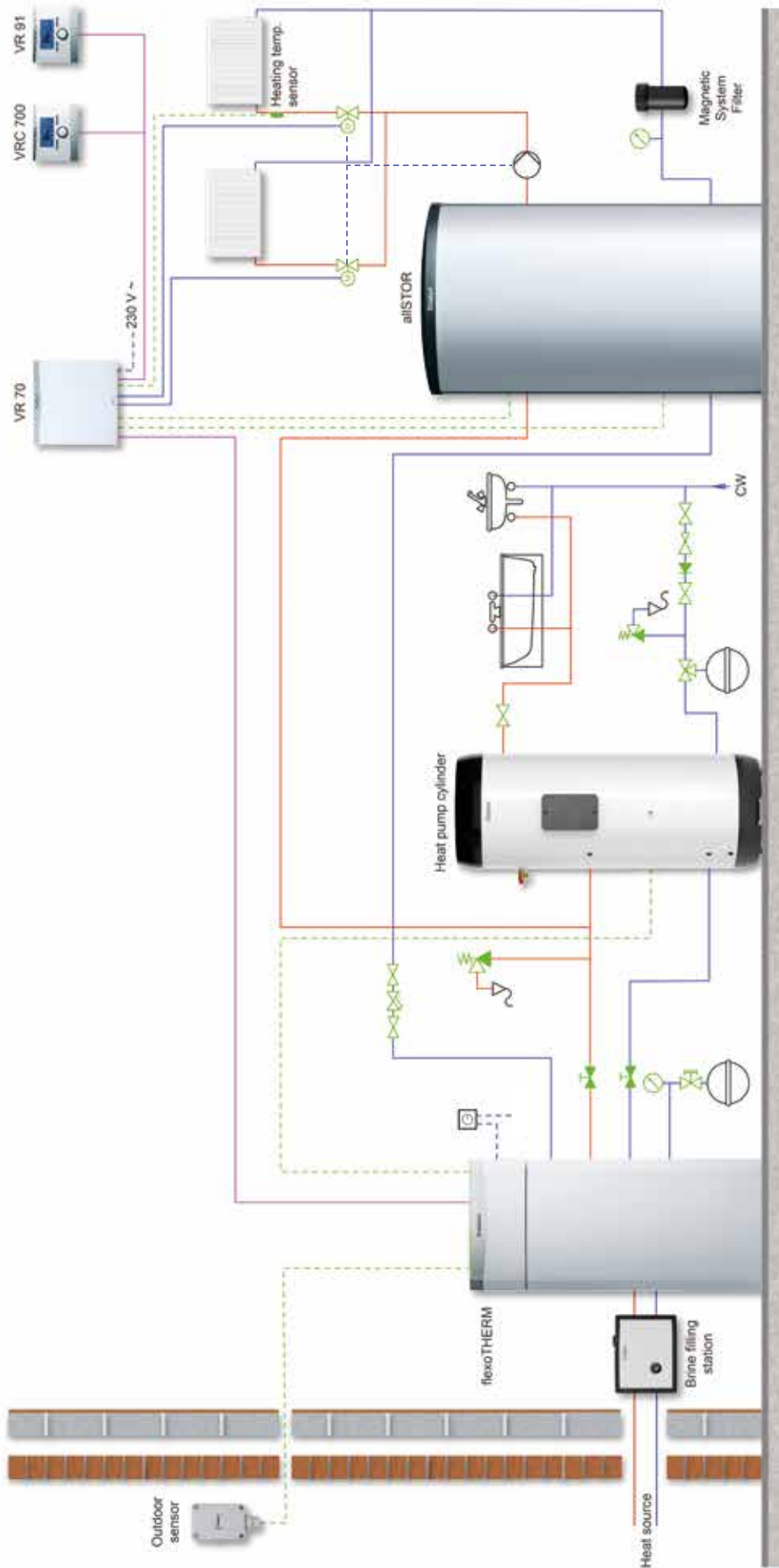
flexoTHERM 230V



flexoTHERM 400V

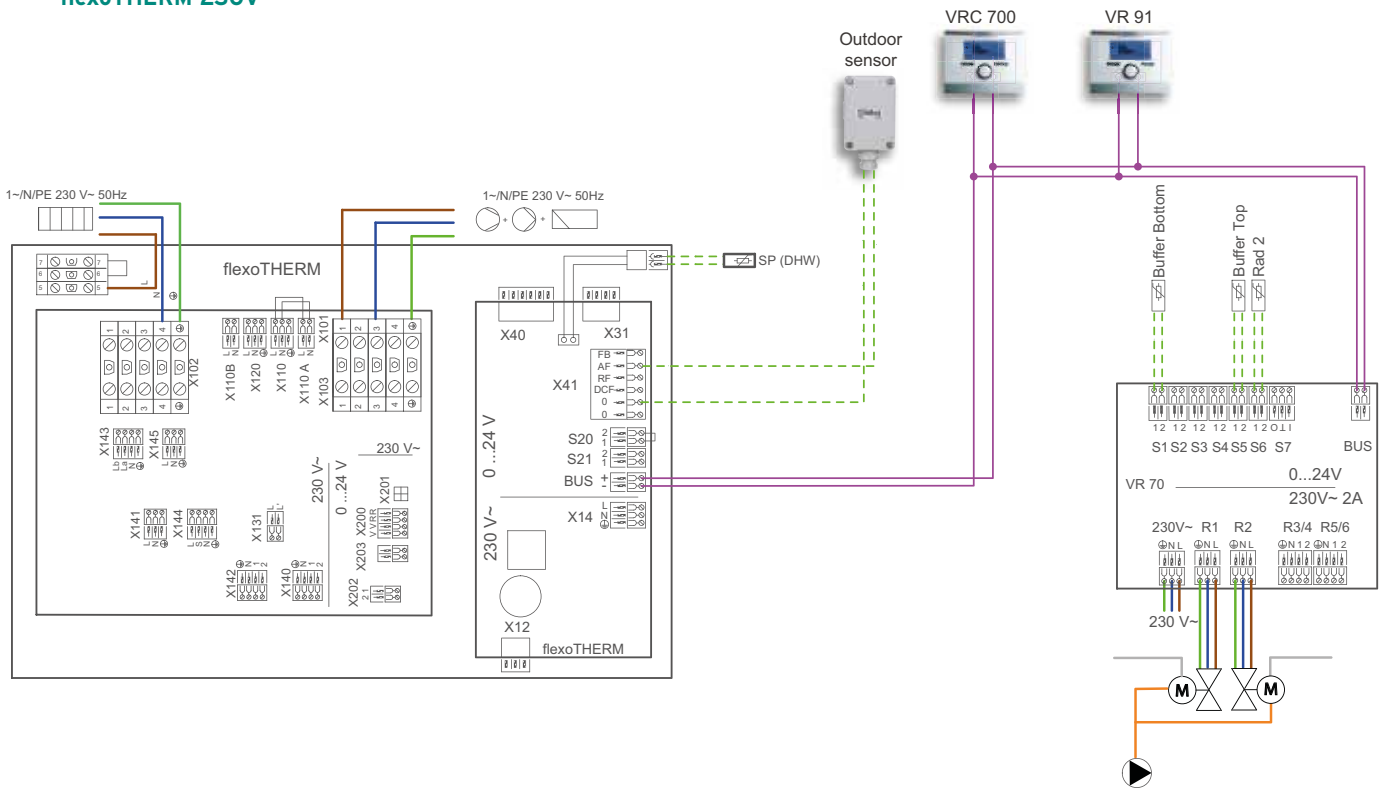


flexoTHERM, buffer module, DHW cylinder, two radiator zones - schematic

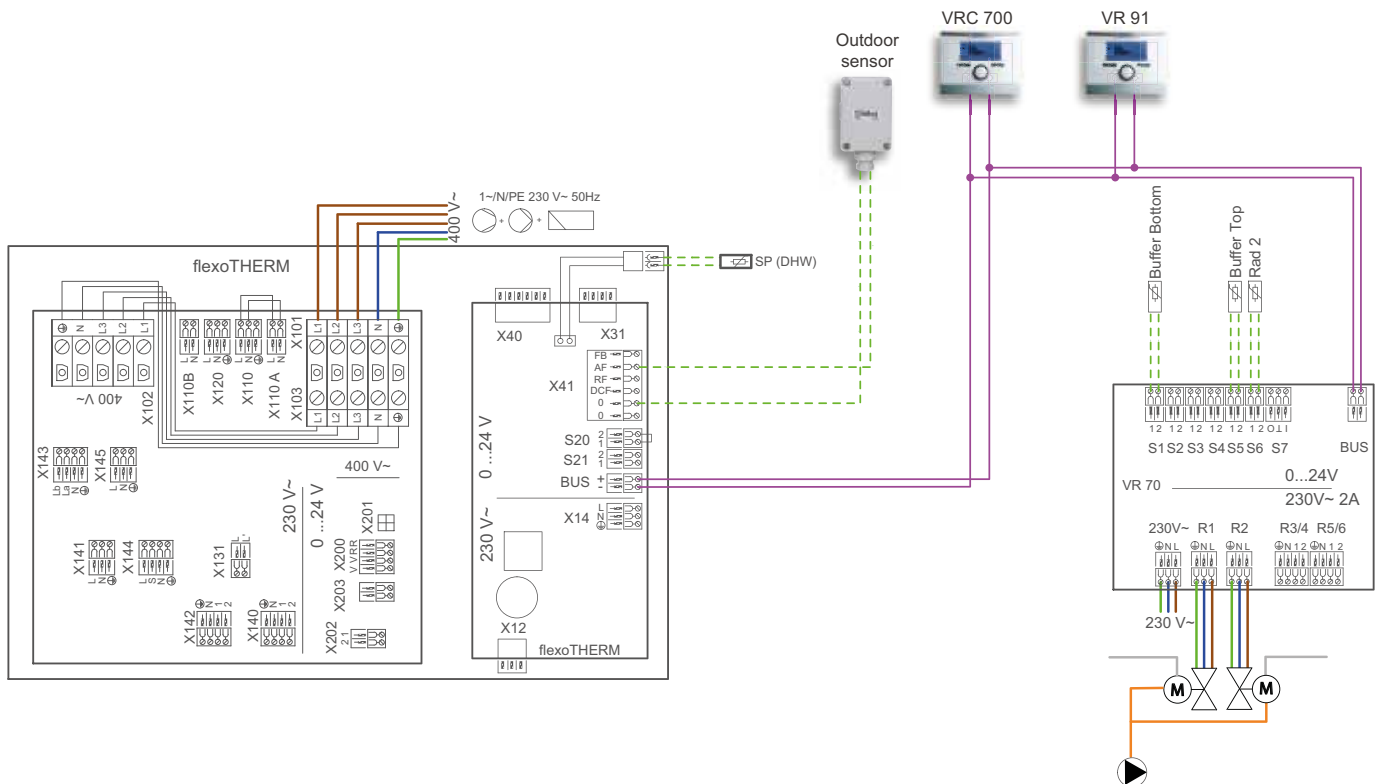


flexoTHERM, buffer module, DHW cylinder, two radiator zones - wiring

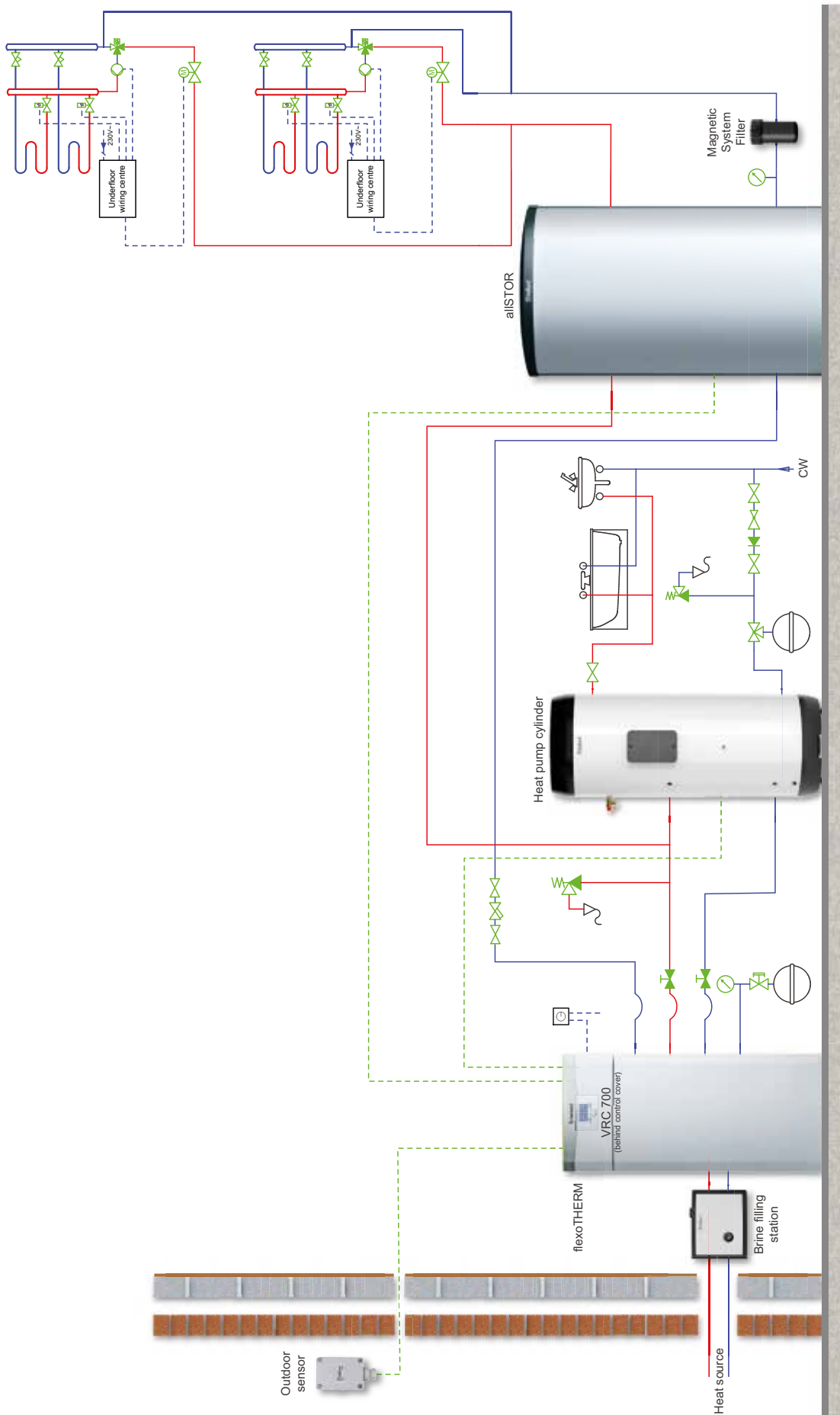
flexoTHERM 230V



flexoTHERM 400V

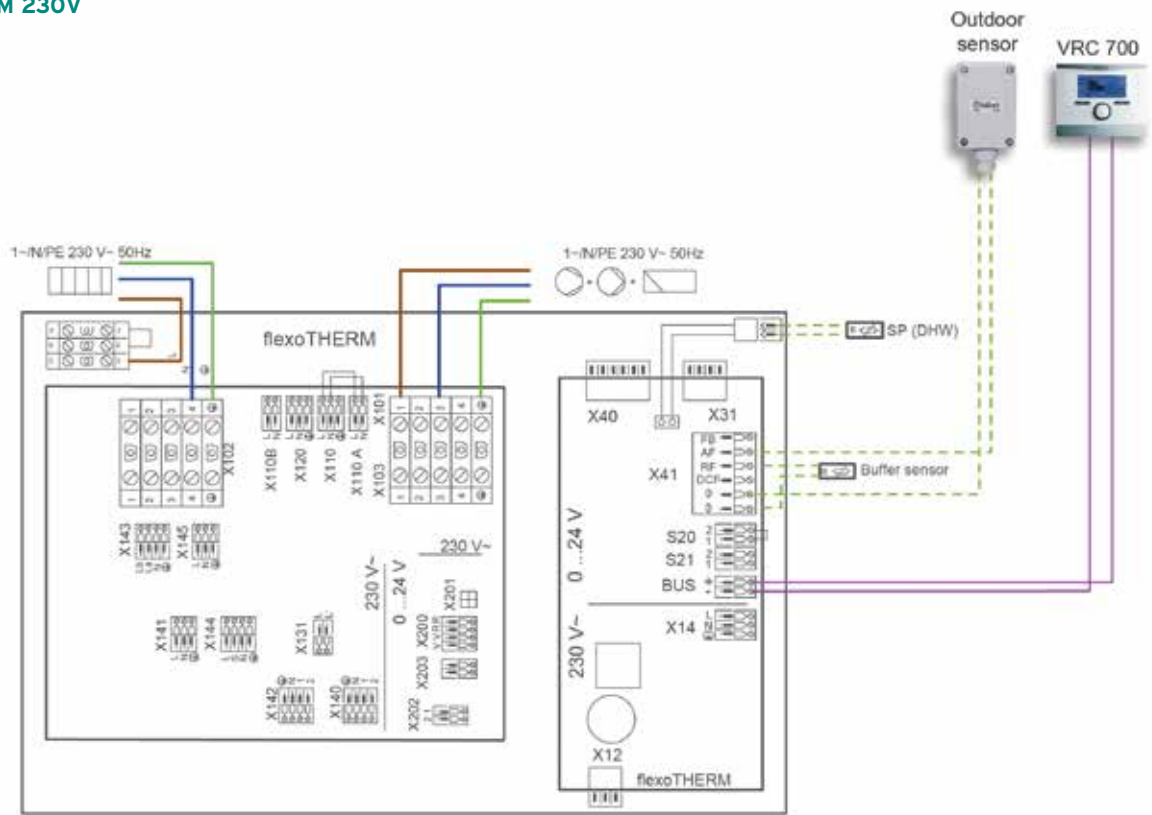


flexoTHERM, buffer module, DHW cylinder, two U/F zones - schematic

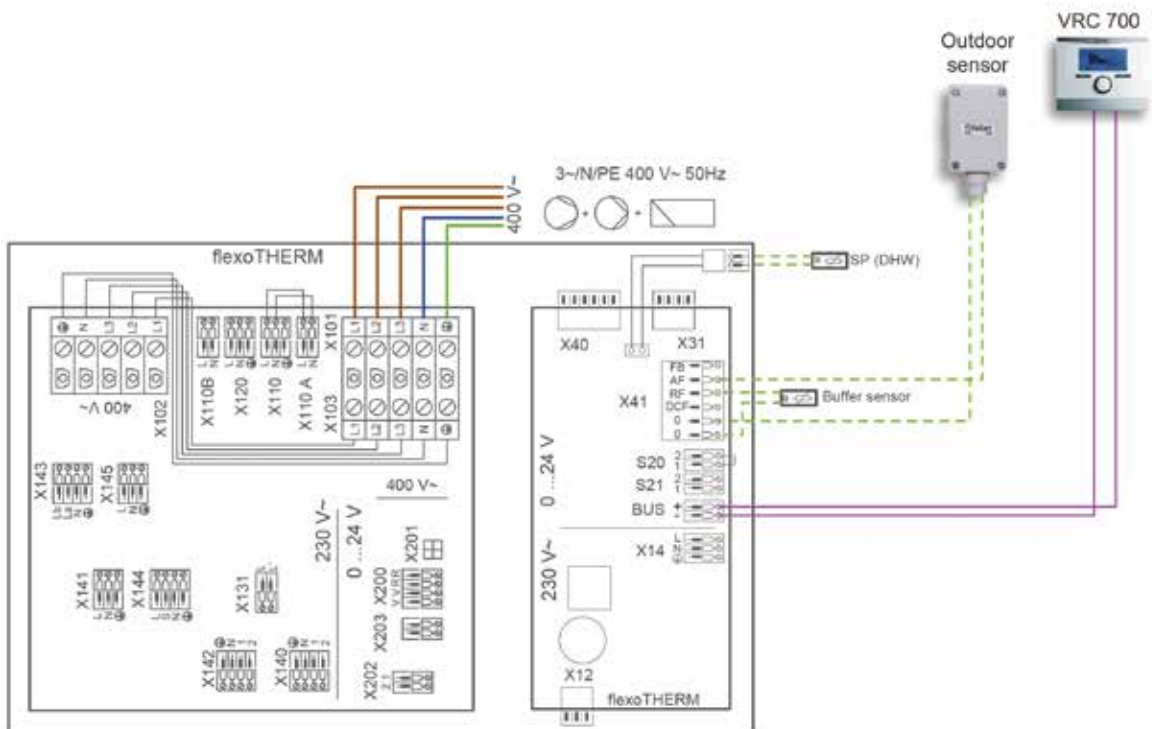


flexoTHERM, buffer module, DHW cylinder, two U/F zones - wiring

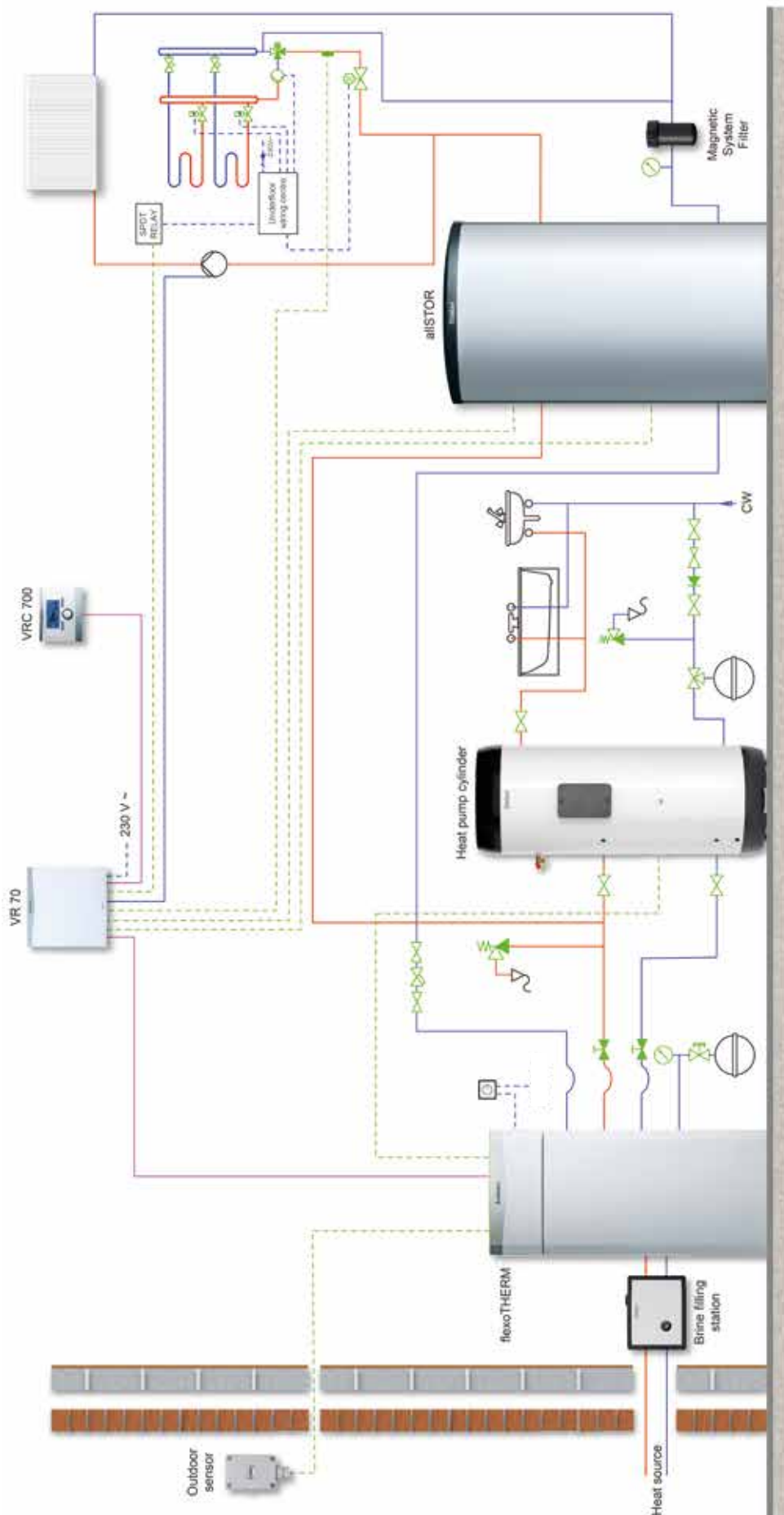
flexoTHERM 230V



flexoTHERM 400V

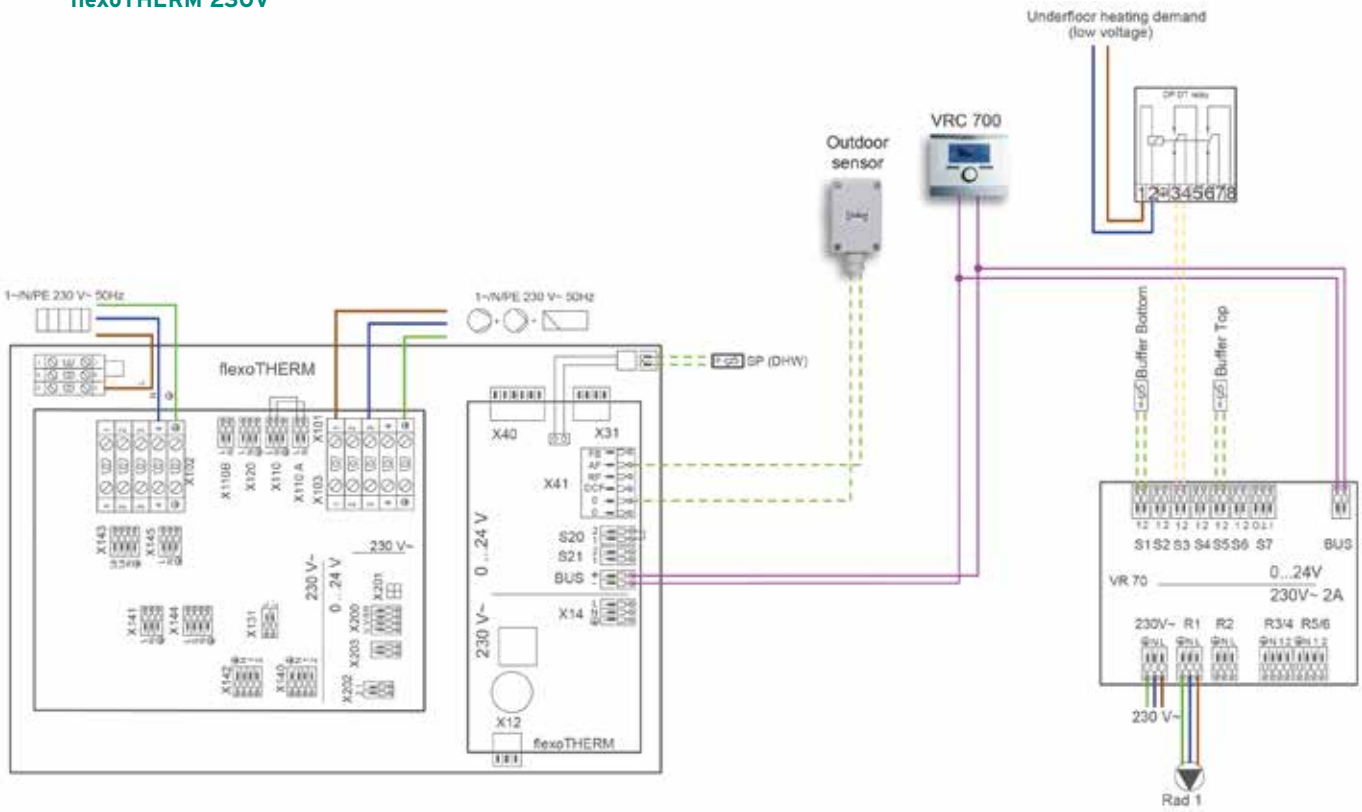


flexoTHERM, buffer module, DHW cylinder, one radiator zone, one U/F zone - schematic

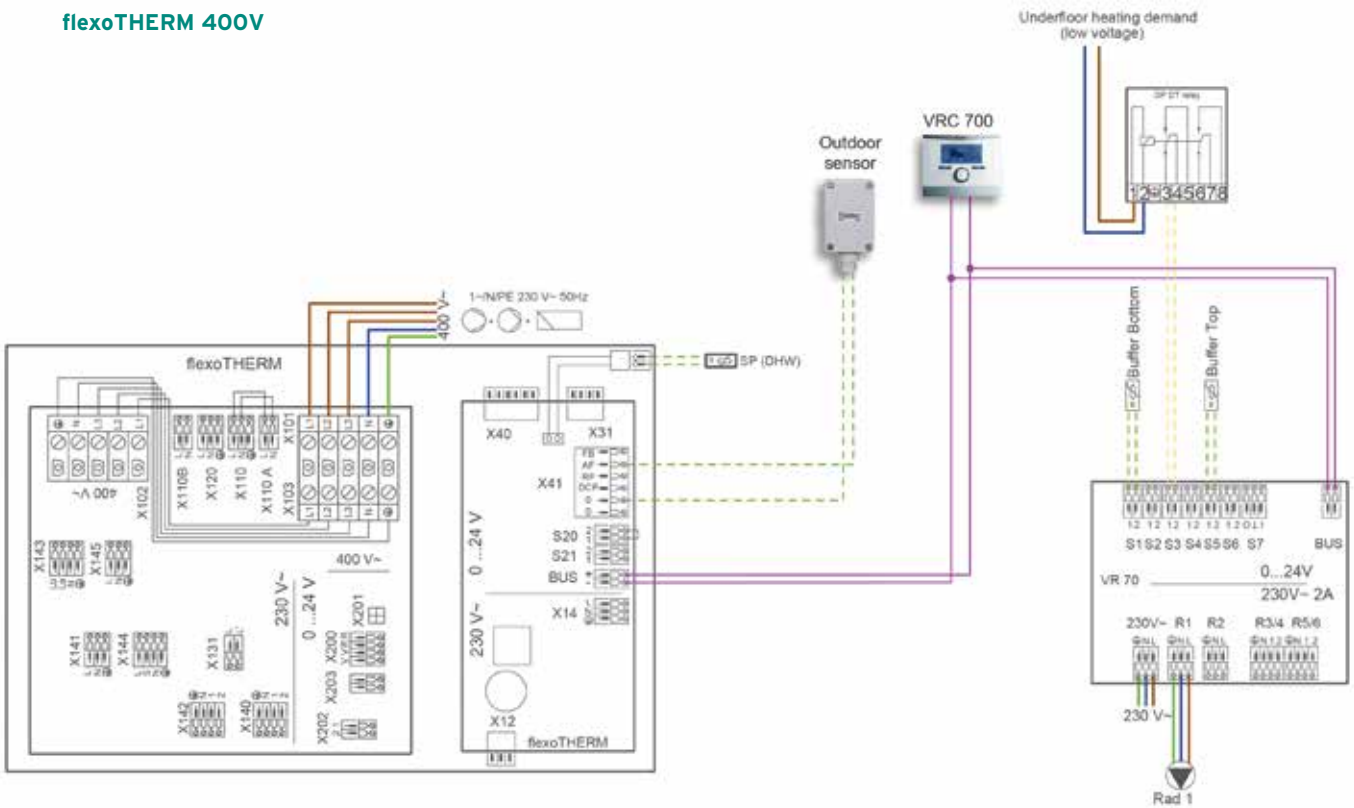


flexoTHERM, buffer module, DHW cylinder, one radiator zone, one U/F zone - wiring

flexoTHERM 230V



flexoTHERM 400V



Training

and development.



As the industry's leading training provider, Vaillant offer comprehensive training courses designed to give you the skills, knowledge and understanding to help take your business forward.

Each year, we train thousands of professionals and we're continually developing and improving our training programmes and facilities to provide a service that matches your requirements. Each one of Vaillant's training courses is based on practical, hands-on experience and backed up by qualified, expert tuition to help you improve your skills and in turn increase your profit. We can even tailor courses to suit your company's individual training needs.

Our training is provided at Vaillant's own Centres of Excellence, situated throughout the country to ensure wherever you are, there's a centre within easy reach. These spacious, state-of-the-art facilities offer a comfortable and superbly equipped training environment that also gives you a unique opportunity to find out more about Vaillant's full range of services and any upcoming product developments.

For more information on our courses or to visit one of our UK Centres of Excellence:

Telephone: 0345 601 8885

Email: training.enquiriesuk@vaillant-group.com

Service

and support.



Vaillant's dedicated team of renewable engineers are trained to the highest standard in order to support on-site queries throughout the UK. Backed by an expertly trained call centre, they're available to assist you whenever you're installing renewable products. We also have an in-house systems design team, who are on hand to answer any queries you may have during the design stage.

Straightforward delivery*

We will deliver your renewable system anywhere you want, be it directly to site or to the local trade counter where you place your order. On-site deliveries will arrive with the correct lifting equipment to ensure that the goods can be unloaded safely - it couldn't be easier.

Assisted commissioning*

Service engineers will visit the installation and guide you through the first system commissioning, helping with the final stages and the handover of the installation as needed.

*A charge may apply for this service.

Spares

Our UK stockists hold extensive supplies of our heat pump ranges and the majority of Vaillant spare parts so long lead times can be avoided, removing the need for extensive notice on orders. Should you have any difficulty in sourcing a particular item, then our customer service representatives are only a phone call away and will be happy to help you locate the spares you require.

Customer service and support

contact details.

Sales Support

Vaillant products are available to purchase from reputable heating merchants in the UK. To find contact details for your nearest Vaillant representative:

Telephone: 0345 602 0262

General Enquiries

If you have a general enquiry our friendly reception staff will happily point you in the right direction:

Telephone: 0345 602 2922

Technical Enquiries

For technical assistance:

Telephone: 0330 100 3540

Email: aftersales@vaillant.co.uk

Renewable Service

For renewable products aftersales servicing and commissioning:

Telephone: 0330 100 3540

Email: aftersales@vaillant.co.uk

Training Enquiries

Vaillant provide many different training courses. For more information:

Telephone: 0345 601 8885

Email: training.enquiries.uk@vaillant-group.com

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