Air Source Heat Pump setup guide.

Connecting your heat pump to myVAILLANT.

1. First, download the myVAILLANT app from the App Store or Google Play Store.

   Download on the App Store GET IT ON Google Play

2. Open the app and tap **Skip** at the bottom left of the screen.
3. This will take you to a screen where you'll tap **Start** at the bottom of the screen.
4. On the next screen, tap **Create new account**.
5. On the next screen, enter your email address twice, and use the scrolling menu below to select **United Kingdom**. Then tap **Continue**.
6. On the next screen, enter your personal details, then click **Continue**.
7. On the next screen, tick the box if you're happy to receive emails from Vaillant, then tap **Create account**. You will then receive an email that you should open and click to confirm the address is correct.
8. The next screen in the app says **Confirm email address**. Once you have done this in your personal email, tap the button that says **I have done this already**.
9. On the next screen, tap **Continue**. This takes you to a sign in page, where you will be asked to enter your confirmed email address and new password. There is also an option here to reset your password if you have forgotten it.
10. Log in using your email and password details.
11. You'll then see the **Installations** screen. Tap **Add Installation**.
12. This opens a camera window, allowing you to scan the QR code on your heat pump, or you can add the numerical code manually if you prefer.
13. On the next screen, Enter the name you'd like to call your heat pump, and then tap **Next**.
14. Your heat pump is now connected to myVAILLANT. Tap on **Done** to finish.
15. Now set up any other energy tech such as solar panels, home battery or heat pump BEFORE powering up your GridX box.
16. Once your GridX box is connected to your internet router, you are able to set your preferences for heating and hot water through the Vaillant app. To do this, go to **Network Settings, EEBUS** and enable by sliding the toggle button to the right. The GridX box will appear here under **available device**. Tap this, and then **Trust** to pair GridX to your Vaillant Heat pump. Then come out of Network Settings, select **Energy Management** and EEBUS Energy Manager and toggle Domestic Hot Water to on by sliding right. Also accept the recommended +/- 5ºc setting.

Troubleshooting guide.

Trouble logging in.
- Check your username and password are correct. Use **Forgot password** if you need to.
- Make sure your WiFi and Internet connection are working.
- Make sure your handheld device has Bluetooth switched on.

Activation email not received.
- Check your email address is correct.
- Check your spam/junk folder.
- Ask to have the code re-sent.

Qr code doesn't work.
- Ensure the QR is clean and clearly visible.
- Clean the lens on your camera.
- If this fails, enter the code manually.

Heat pump not found.
- Make sure your heat pump is powered up.
- Check your WiFi connection is working.
- Move closer to your router and try again.

Connection failed.
- Check your Internet connection.
- Restart your router and try again.
- Leave it a few minutes before trying again.

Still need help connecting the app?
Call one of our friendly experts on **0808 501 5200**.

