

Product Registration & Warranty Guide



The Viessmann Installer Portal allows Viessmann Trained Installers to:

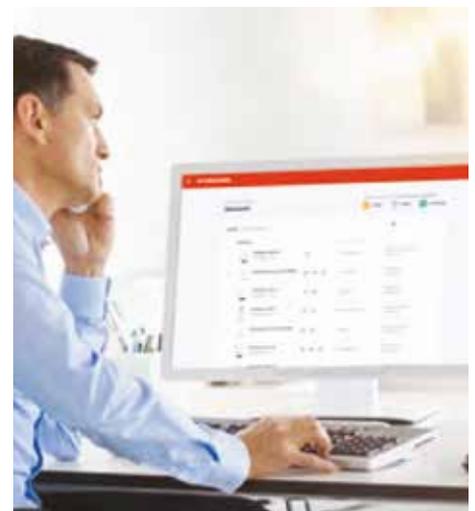
- + Register boiler installations
- + Submit notifications to Gas Safe
- + Register heat pumps, solar and electric products
- + Select warranty period
- + Book training courses
- + Download Gas Safe and warranty certificates

All registered installations and warranty details are available within the portal.

This document is a step-by-step guide, showing how to register products and warranties on the Viessmann Installer Portal.

The Viessmann Installer Portal is available online and can be downloaded as an app on Apple or Android platforms.

www.viessmanninstallerportal.co.uk



GETTING STARTED

Sign into the Installer Portal using your username and password.

If you don't have a username or password and would like access to the Installer Portal, please contact your local Area Business Manager.

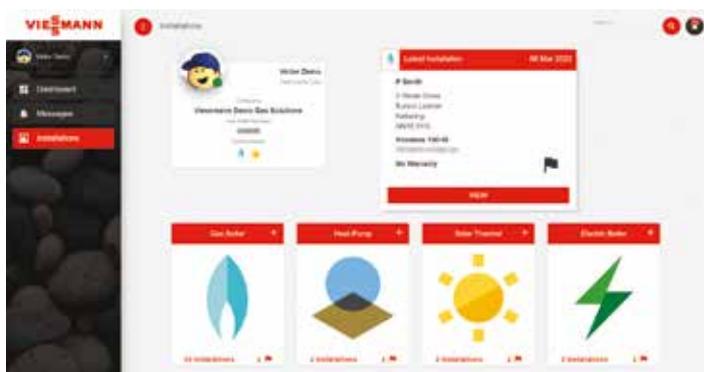
<https://www.viessmann.co.uk/professionals/installers/find-area-business-manager>



YOUR DASHBOARD

Once logged in, the dashboard will show your latest installation in the top right hand corner, with company name, Gas Safe number and training certification(s) in the top left – highlighted by the energy icons. You can also look through previous registrations, warranty documents and Gas Safe certificates using the search function or by clicking on the large energy icon.

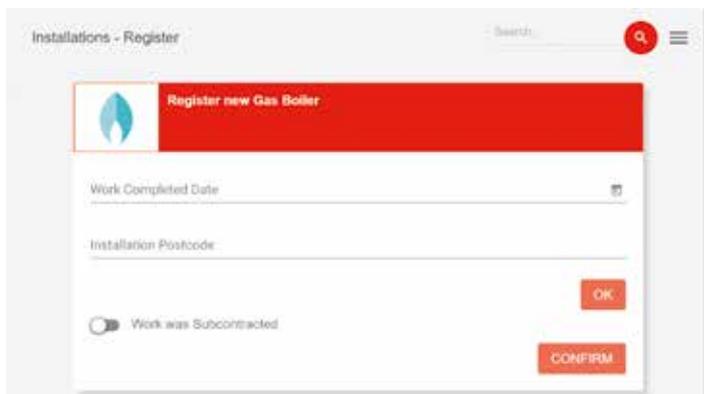
To register a new product, simply click the plus sign next to the relevant technology.



REGISTERING A NEW PRODUCT

To start a new registration, from the dashboard click on the plus sign next to the relevant technology. You must then input the work completed date and the installation postcode. There is also an option to select if the work was sub-contracted.

Note please ensure that these details are correct. Any incorrect details will delay the registration or prevent warranty documents from being created.



INSTALLATION ADDRESS

The address you have chosen is now shown in the installation screen. Please now select the property type and key in a job reference if required. You may also select if the property is a new build.



CONTACT DETAILS

Enter the name and details of the customer, including telephone number and email address. Please note the email address will be used to send the warranty certificate and Gas Safe certificate.

The screenshot shows a web form titled 'Contact details' as part of a four-step process: 1. Installation address, 2. Contact details, 3. Installed Appliances, and 4. Summary. The form contains the following fields: Contact Type (dropdown), Contact Title (dropdown), First Name (text input), Last Name (text input), Telephone (text input), and Email (text input). A red 'NEXT' button is located at the bottom right.

APPLIANCE DETAILS

Fill in the appliance details and ensure the 16 digit product serial number is correct. If you are not sure where to find the serial number, click on the question mark and a guide will appear, showing where the number is located. For Gas Safe purposes, the product location and work category is also required. There is also a scan barcode option, which will use your devices camera to scan and input the serial number.

The screenshot shows a web form titled 'Installed Appliances' as part of a four-step process: 1. Installation address, 2. Contact details, 3. Installed Appliances, and 4. Summary. The form features a 'Serial Number' input field with a question mark icon to its right. Below the input field are two red buttons: 'FIND APPLIANCE' and 'SCAN BARCODE'. A red 'NEXT' button is positioned at the bottom right.

Note please ensure that these details are correct. Any incorrect details will result in the registration having to be cancelled with Gas Safe, Viessmann and the end user and you must re-start the process from the beginning.

SUMMARY SCREEN

The summary screen will now provide an overview of the address, contact and appliance information before the registration is submitted. To complete this process, click on 'To the best of my knowledge all information is correct' and submit.

This will then submit the registration to Gas Safe and Viessmann. Please note this may take a minute.

The screenshot shows the 'Summary' screen of the registration process, which is the final step of a four-step process: 1. Installation address, 2. Contact details, 3. Installed Appliances, and 4. Summary. The screen displays three summary cards: 'Address' (Hortonwood 30, Telford, Shropshire, TF1 7YP), 'Contact' (Householder, Mr Viessmann UK, 01952 675000, registrations-uk@viessmann.com), and 'Appliance' (Vitsdens 100-W, Locom, Kitchen, Work Category: Central Heating DOM NG). At the bottom, there is a checkbox labeled 'To the best of my knowledge all information provided is correct' and a red 'SUBMIT' button.

