

VISSMANN ONE BASE



Digital solutions
to multiply your
growth and
profitability

Viessmann Digital Tools save time and increase profits through the One Base digital ecosystem, providing a seamless end-to-end solution for Viessmann Partners and their customers. These tools work together to streamline jobsite and project oversight with remote services, collaborative user support, and transparent account management.

- Start your journey with the **Partner Portal**: Get 24/7 access to Viessmann services and information. Find quicklinks, or explore the full range of resources.
- Use **ViGuide Mobile** for commissioning, spare parts replacement, and boiler to cloud registration.
- The **ViParts® App** simplifies system maintenance by allowing you to easily scan barcodes or visually identify parts through exploded diagrams.
- Finally, conclude each installation by introducing the **ViCare** experience to the homeowner, connecting them to their system for optimal end user satisfaction. Support after your installation continues through the **ViGuide Web App** allowing you to see all of your installed systems in one place, helping plan maintenance better and see fault notifications wherever you are.

Start here, with your Viessmann Account

Get access to a suite of digital services and apps along with the Viessmann Partner Portal.

- Access ViGuide, ViParts®, and marketing materials
- Edit personal data as well as that of your employees

Manage your Viessmann Account:
<https://account.viessmann-climatesolutions.com>

For new account setup,
please [fill out this form](#).

The Viessmann One Base digital ecosystem ensures seamless commissioning and monitoring for ultimate peace of mind.



Partner Portal

The information center for installers and distributors. Get direct access to all the tools, resources, and information you need to be successful when working with Viessmann products.

- Win new business with comprehensive marketing resources.
- Work more efficiently with tools for product sizing and selection, plus convenient access to technical documentation.
- Commission and service Viessmann systems with confidence using digital applications, service manuals, instructional videos, and spare parts reference materials.

Requirements: Web Access & Viessmann Account



ViGuide Mobile App

Streamlined platform for smart startups. Single and cascade boiler guided commissioning with spare parts replacement.

- A step-by-step guide for system settings, filling/venting, testing, and the option to generate a detailed emailable report.
- Guided spare parts replacement of Viessmann One Base boilers
- Set up Wifi connection for homeowner
- Quickly and remotely monitor all ViCare installations.

Requirements: Smart Phone
Eligible Equipment: Smart heating system boilers (WiFi built-in only)



ViGuide Web App

View all of your installed systems in one place for a seamless on-site process. ViGuide.viessmann.com offers remote diagnostics on any device, to evaluate on-site service needs in advance, plan better, and see fault notifications from your office or service vehicle.

- System notifications
- Quickly and remotely monitor all ViCare installations
- Remote diagnostics
- Spare parts planning

Requirements: Web Access
Eligible Equipment: Smart heating system boilers (WiFi built-in only)



System Registration

Manage all of your heating systems remotely and get insight into the status of all service activities.

- Direct access to installation documents
- Record start of warranty from the date of commissioning
- Activation of warranty extensions incl. receipt of the installation certificate as proof of warranty
- Initiate following service activities digitally

Requirements: Web Access & Viessmann Account



ViCare

Provide homeowners with a reliable, professional way to connect to their Viessmann heating system via the native iOS and Android ViCare app. Easily control and monitor the heating system status.

- Remote monitoring and control of comfort and energy use with applicable systems
- Connects installing contractors and homeowners.
- Routine maintenance reminders/notifications

Requirements: Smart Phone
Eligible Equipment: Smart heating system boilers (WiFi built-in or Vitoconnect module)



ViParts®

A faster way for contractors to search and identify Viessmann part numbers through a barcode scan or expanded diagrams.

- Barcode scanner for convenient access
- Spare part searching by material number or full-text search
- Part lists and exploded views

Requirements: Smart Phone

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