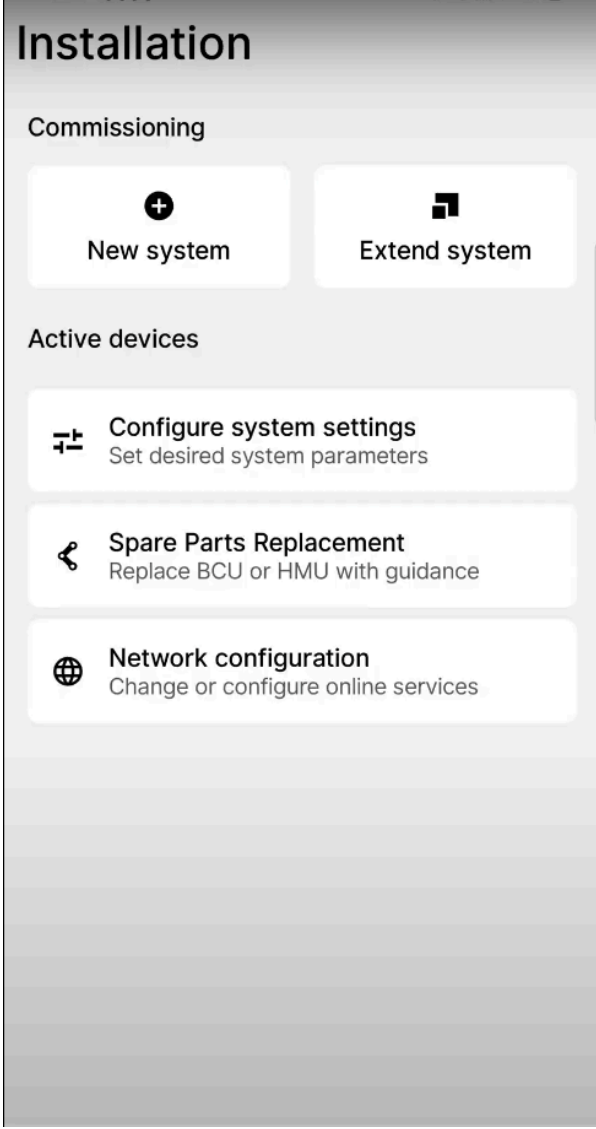
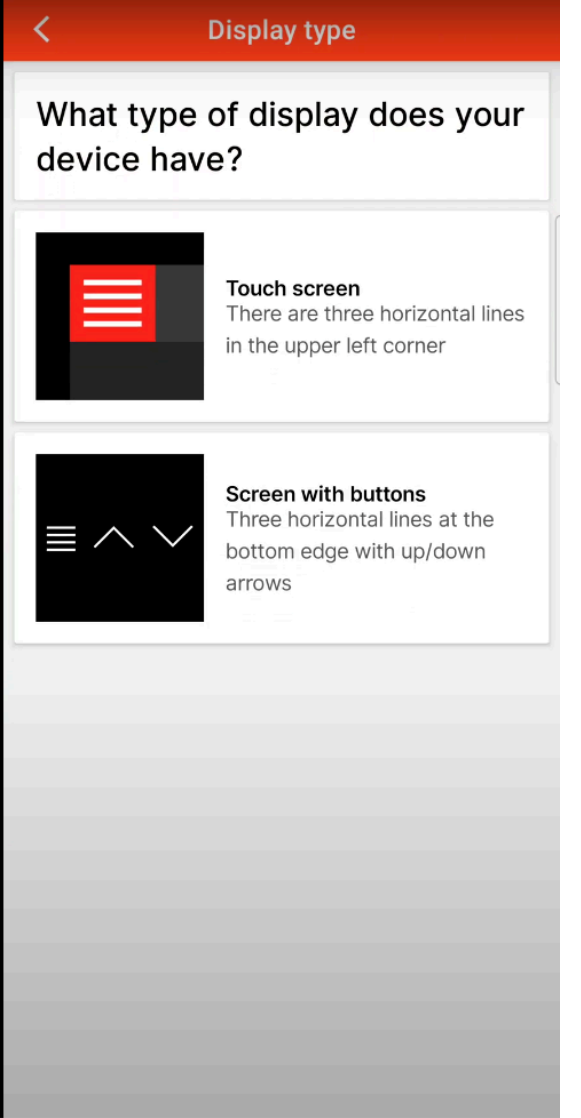


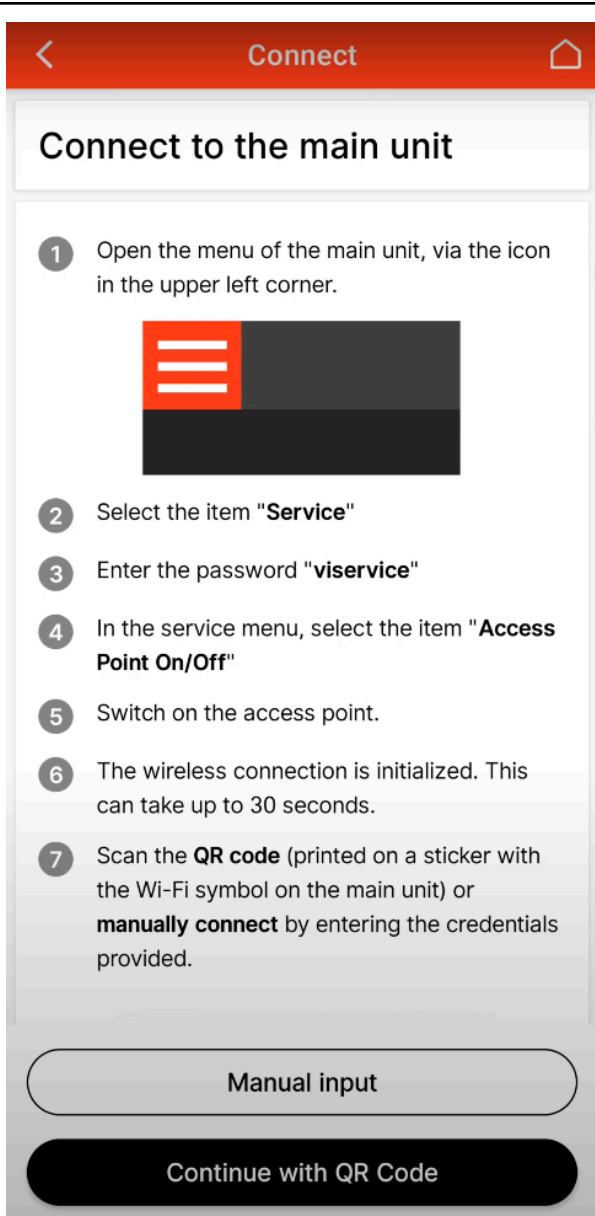
New SPR process

For V2.21 the Spare Parts Replacement (SPR) process has changed. The main new feature is backup restore, which ensures that the user doesn't need to recommission the boiler after HMU replacement.

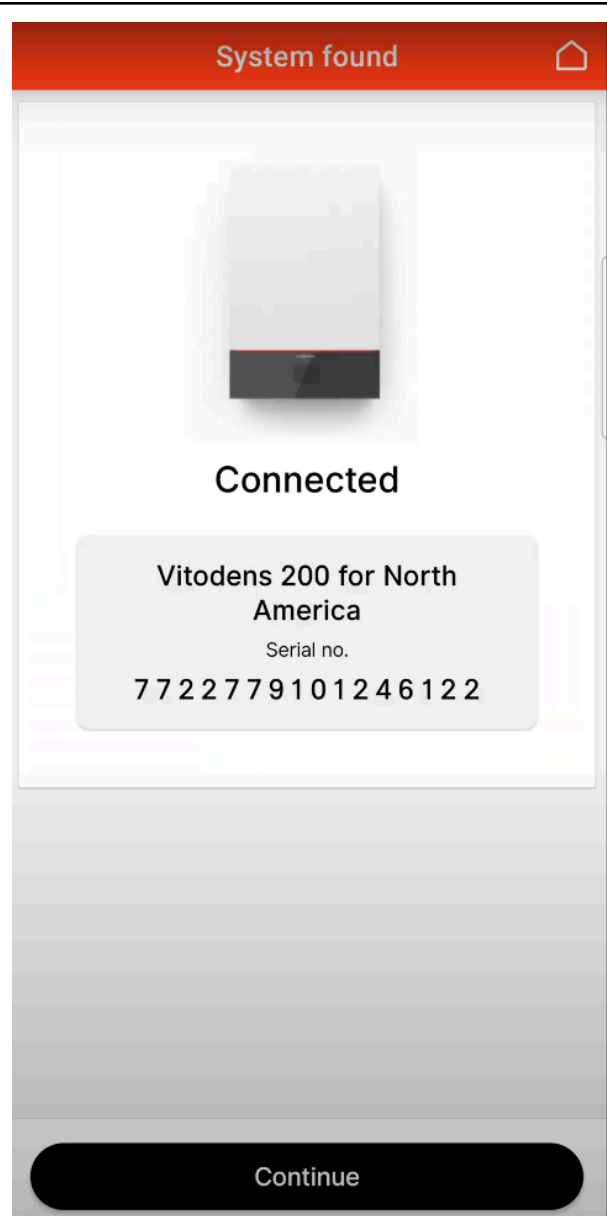
Note: New Spare Parts Replacement Process only works on standalone devices.

Lag Boilers must be put into standalone mode. Lag boiler Spare Parts replacement process coming for V2.23.

 <p>The 'Installation' screen is divided into two main sections. The 'Commissioning' section at the top has a light gray background and contains two white buttons: 'New system' with a plus icon and 'Extend system' with a square icon. The 'Active devices' section below it has a white background and contains three white cards. The first card is 'Configure system settings' with a wrench icon and the subtitle 'Set desired system parameters'. The second card is 'Spare Parts Replacement' with a wrench icon and the subtitle 'Replace BCU or HMU with guidance'. The third card is 'Network configuration' with a globe icon and the subtitle 'Change or configure online services'.</p>	 <p>The 'Display type' screen has a red header bar with a back arrow and the title 'Display type'. Below the header is a white card with the question 'What type of display does your device have?'. There are two options below this. The first option is 'Touch screen' with a red icon showing three horizontal lines in the top-left corner; the text below it says 'There are three horizontal lines in the upper left corner'. The second option is 'Screen with buttons' with a black icon showing three horizontal lines at the bottom with up and down arrows; the text below it says 'Three horizontal lines at the bottom edge with up/down arrows'.</p>
Choose Spare Parts Replacement	Choose display type of system



Connect to the system



App is connected to the system

Spare parts replacement

Select a spare part from the list below

Please select one of the spare parts available to be replaced in this system from the list below.

SPARE PARTS IN THIS SYSTEM

- ☐ **HMU**
Heat Management Unit
ETN 7633294111099126
- ☐ **BCU**
Burner Control Unit
ETN 7470405165420122

Continue

Spare parts replacement

Is the spare part already replaced?

In case you have already replaced the spare part, we'll move directly to parametrization.

- ☐ **Yes**
Parametrization needed
- ☐ **No**
Full process

Continue

Choose the replaced part

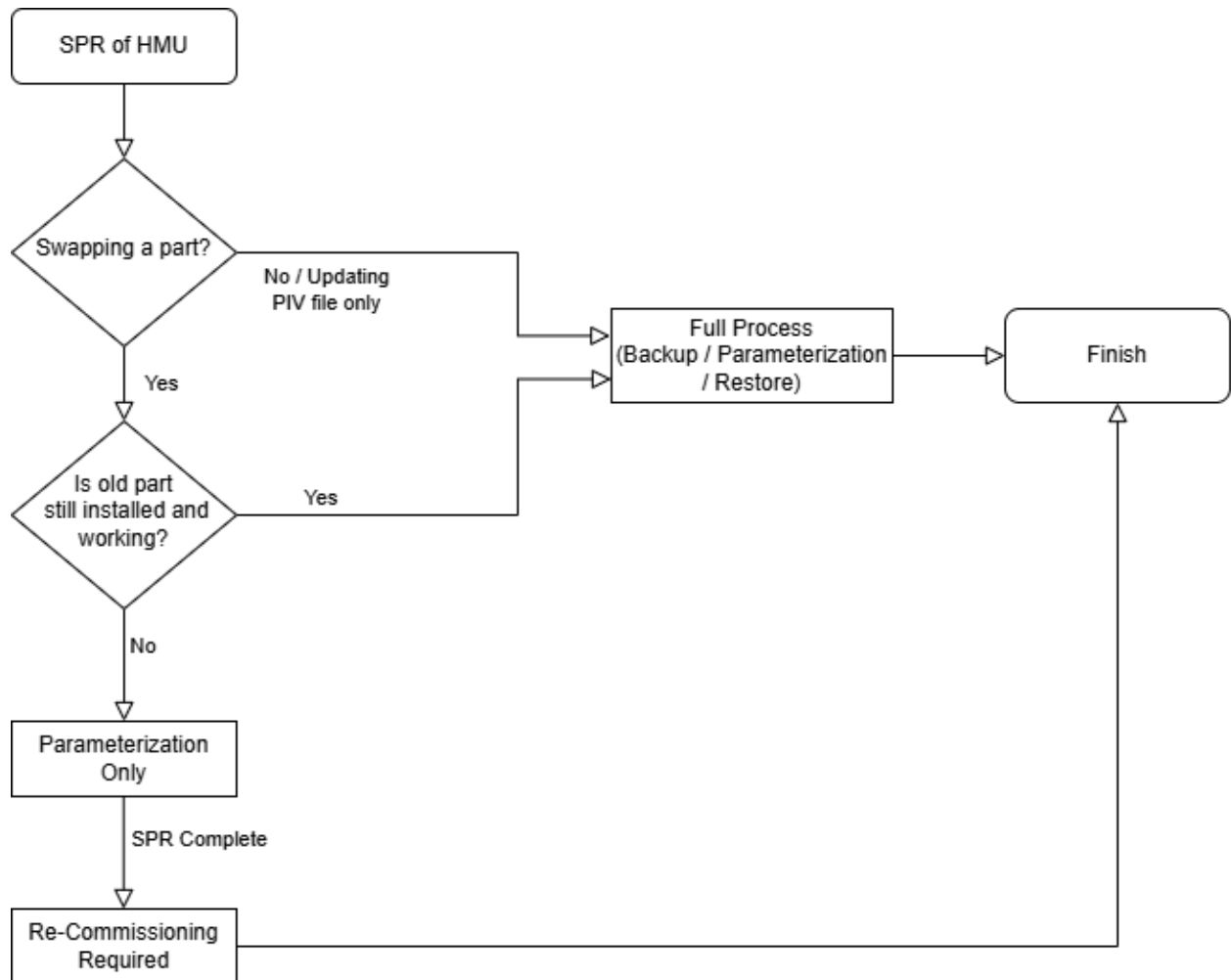
Choose if the part has been replaced or if full process needs to be done: (See flow chart on next page for explanation)

[Yes - Parameterization needed](#) - Choose this option if the old HMU / BCU is no longer available to backup. E.g. damaged or already swapped out prior to SPR.


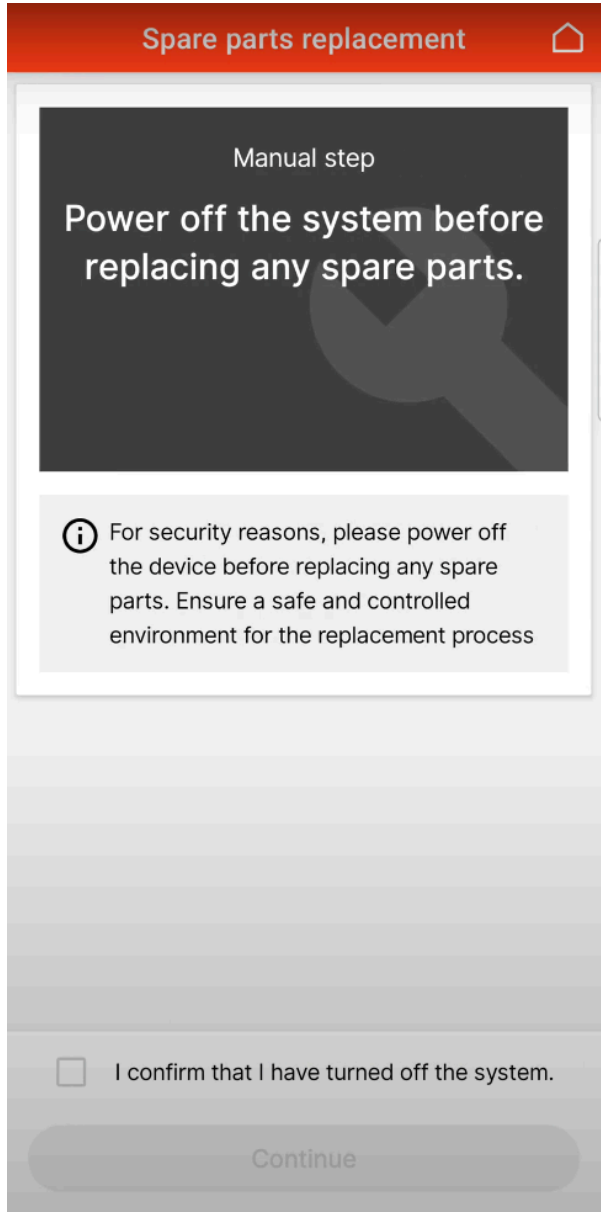
[No - Full Process](#) - This will attempt to backup the HMU and restore all settings after replacement. E.g.

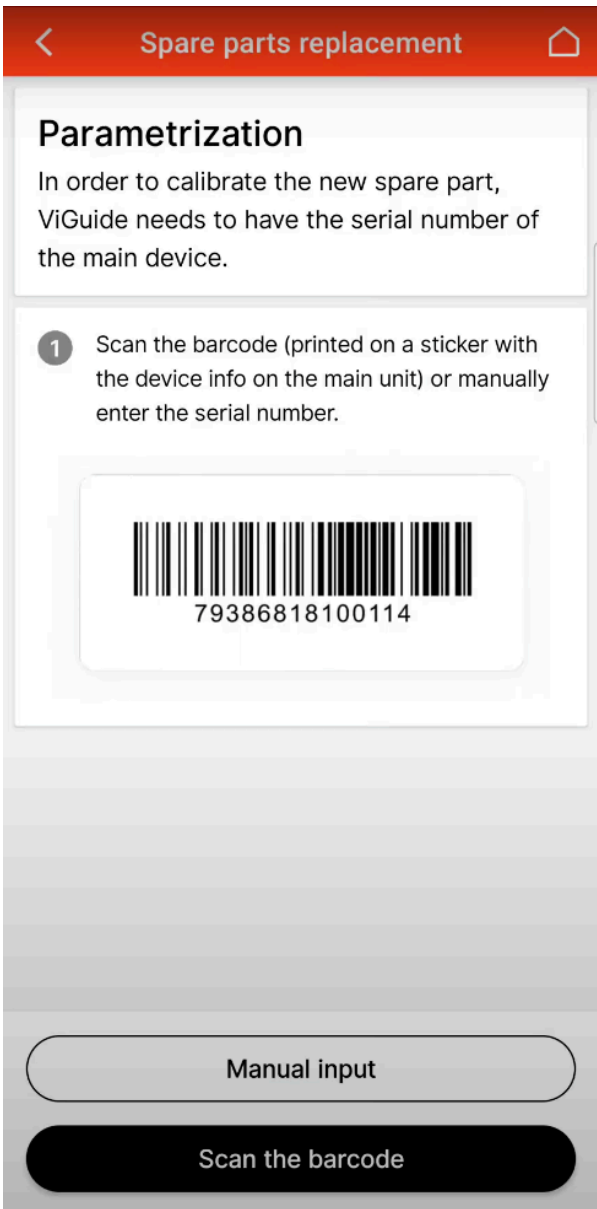
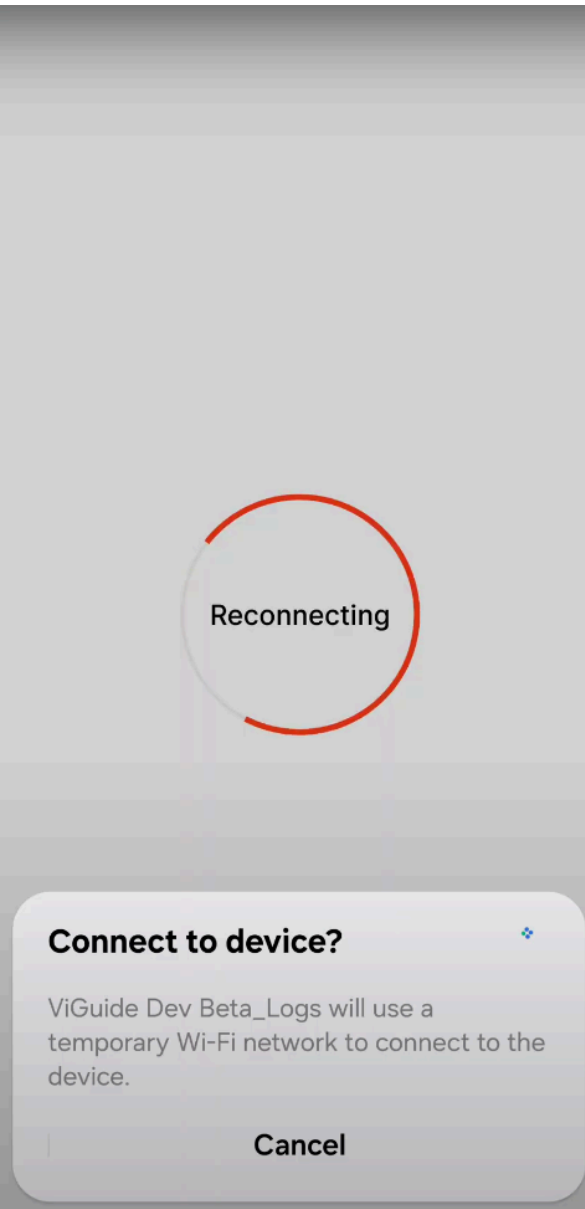
1. You are only updating the parameterization, no board will be replaced.
2. The old board is still present, you will replace during SPR process

Is the spare part already replaced, explained.





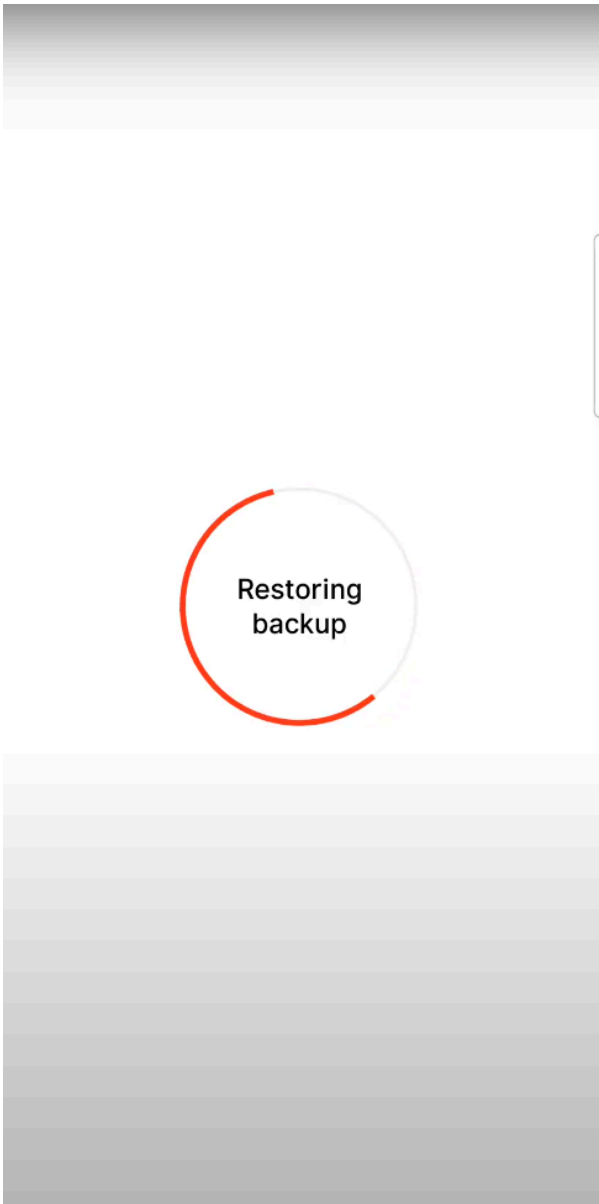
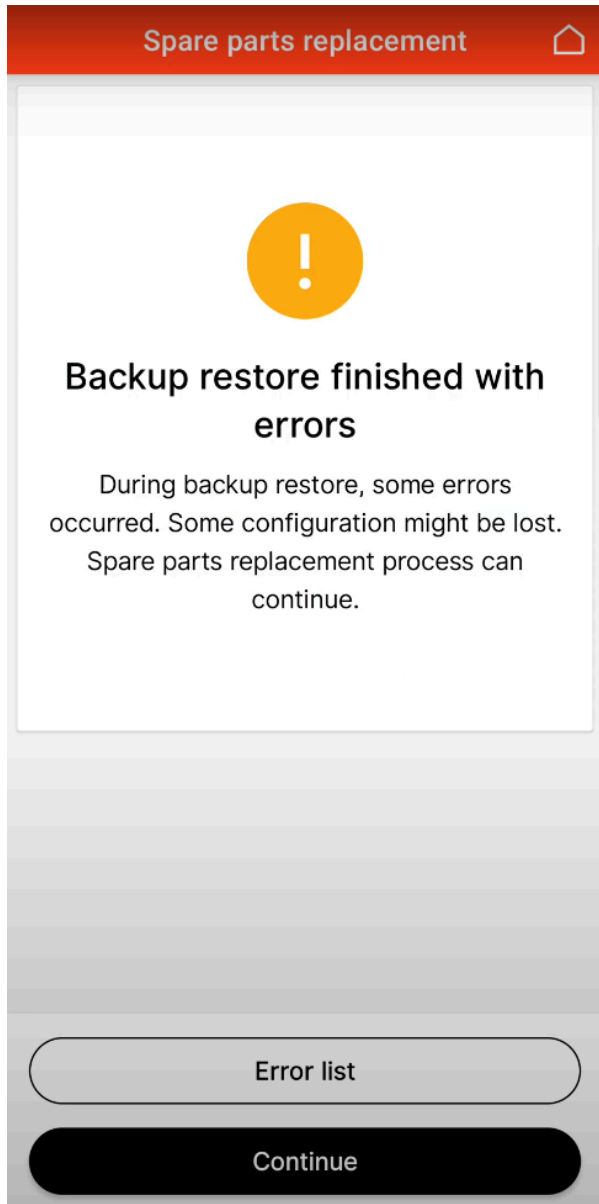
Full Process

 <p>A circular progress indicator with a red outline and a white fill. The text "System backup" is centered within the circle. The circle is approximately 75% full, indicating the progress of the backup process.</p>	 <p>The app screen displays the title "Spare parts replacement" at the top. Below the title, a "Manual step" section contains the instruction: "Power off the system before replacing any spare parts." An information icon (i) is followed by a detailed warning: "For security reasons, please power off the device before replacing any spare parts. Ensure a safe and controlled environment for the replacement process." At the bottom, there is a checkbox labeled "I confirm that I have turned off the system." and a "Continue" button.</p>
<p>A backup of the system configuration will be made</p>	<p>Follow the steps until the app asks for the system to be powered up</p>

	
<p>Enter serial number of the boiler</p>	<p>Once the system is powered up again it will have to be put into commissioning mode with software tool. Language may need to be changed</p>

<div data-bbox="207 205 799 1396"><div data-bbox="207 205 799 277">Error</div><div data-bbox="440 401 558 520"></div><div data-bbox="362 554 634 594"><h3>Connection lost</h3></div><div data-bbox="238 617 761 762"><p>ViGuide has lost connection with the system. Please check the network settings on your phone to make sure it is connected to the right Wi-Fi and try again.</p></div><div data-bbox="227 1222 773 1377"><div data-bbox="227 1222 773 1289">Finish</div><div data-bbox="227 1310 773 1377">Retry</div></div></div>	<div data-bbox="824 205 1416 1396"><div data-bbox="824 205 1416 277">Spare parts replacement</div><div data-bbox="854 317 1131 357"><h3>Parametrization</h3></div><div data-bbox="854 369 1265 403"><p>Please wait for the process to end</p></div><div data-bbox="998 583 1243 827"></div></div>
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<div><div>Spare parts replacement</div><div><h3>Parametrization successful</h3><p>The spare part was successfully parametrized with the system.</p><div>Continue</div></div></div>	<div><div>Spare parts replacement</div><div><h3>Connect to the main unit</h3><ol style="list-style-type: none">1 Open the menu of the main unit, via the icon in the upper left corner.2 Select the item "Service"3 Enter the password "viservice"4 In the service menu, select the item "Access Point On/Off"5 Switch on the access point.6 The wireless connection is initialized. This can take up to 30 seconds.<div>Continue</div></div></div>
Success	System will need to be put back into commissioning mode with software tool again

	
<p>After connection is established, the backup will be applied</p>	<p>Restore was successful, this is normal for errors to occur</p>

Spare parts replacement

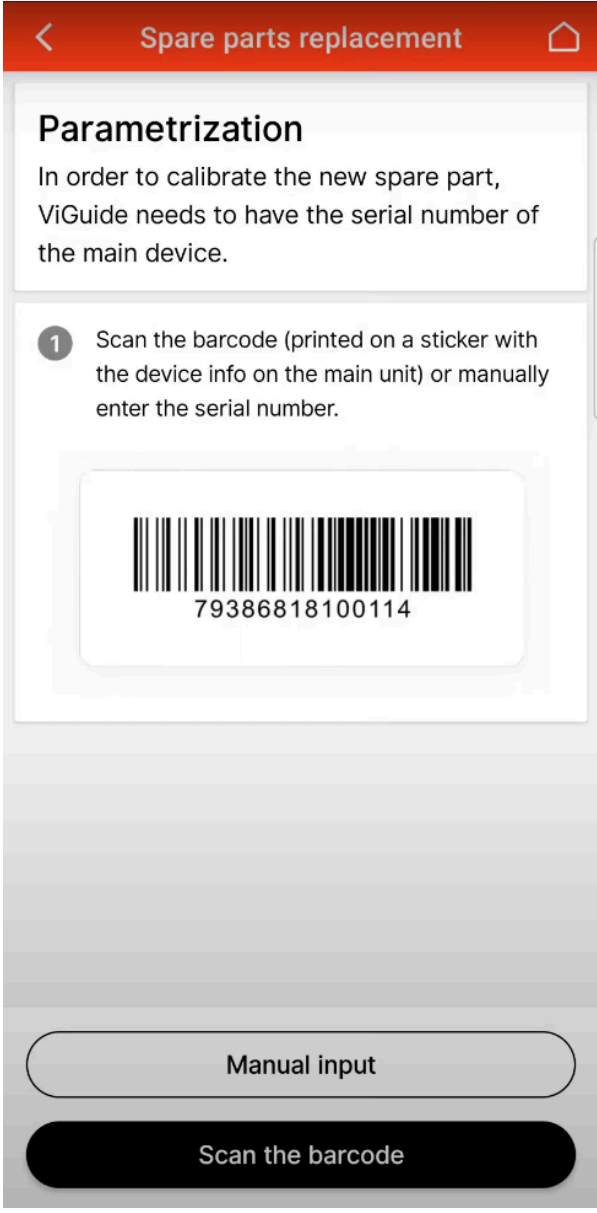
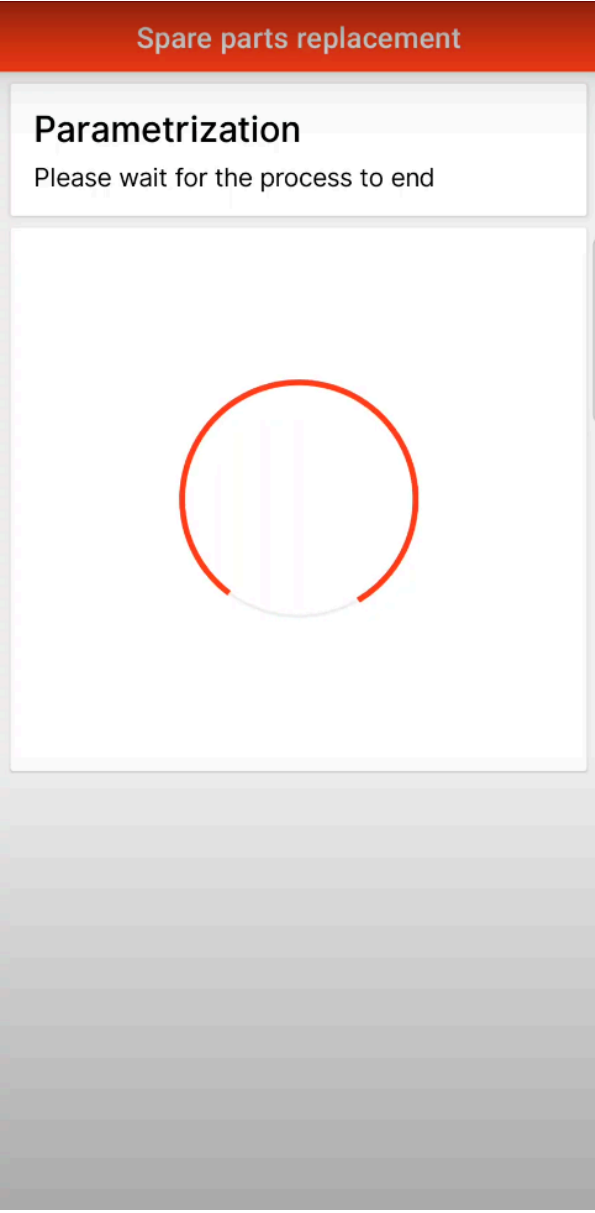


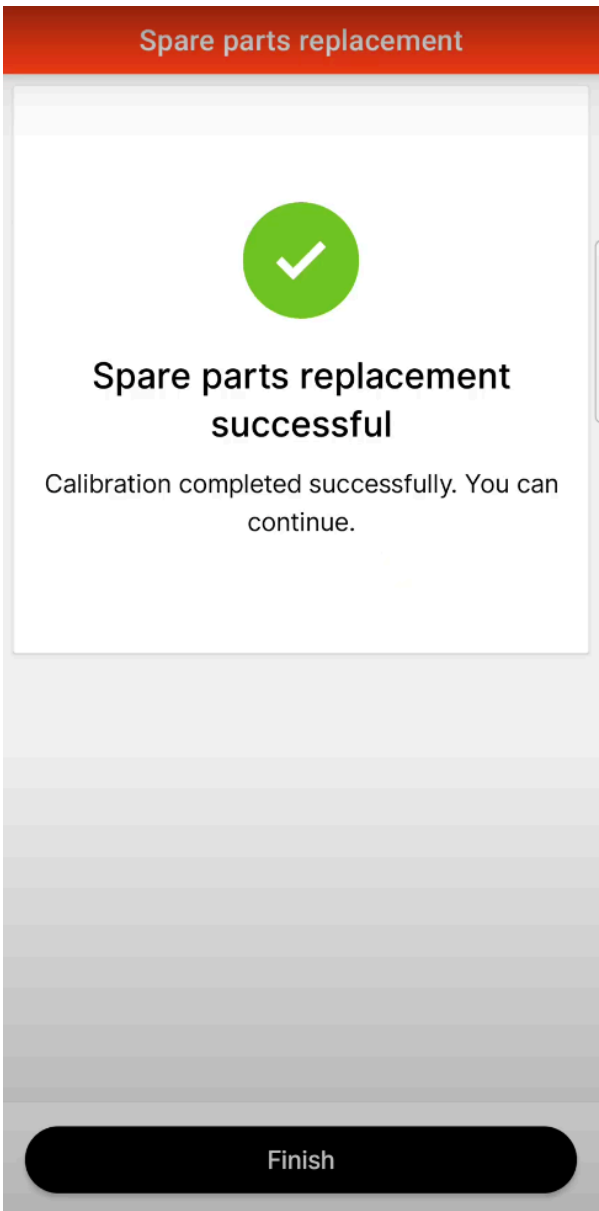
Spare parts replacement successful

Calibration completed successfully. You can
continue.

Finish

Parameterization

	
Enter serial number of the boiler	After a successful connection the app will parameterize the system

 A mobile application interface for 'Spare parts replacement'. At the top is a red header bar with the text 'Spare parts replacement'. Below it is a white card with a green circular icon containing a white checkmark. The text on the card reads 'Spare parts replacement successful' followed by 'Calibration completed successfully. You can continue.' At the bottom of the screen is a black button with the text 'Finish'.	
Parameterization completed	System will need to be commissioned after the parameterization finishes