Welcome to Warm for Life

We’re your friendly local plumbing, heating and gas specialists, offering a wide range of high quality services to homeowners and landlords in Nottingham and Derby.

We also install boilers and central heating systems across the wider Midlands area.

Where We Work:

It’s our aim to bring you choice and genuine value for money.

“Our fully-qualified engineers are honest and reliable, and you can trust us to do a great job every time.”

Read Our Reviews

240+ Reviews
125+ Reviews
60+ Reviews
15+ Reviews
Why Choose Us?

There are lots of great reasons why we should be your first choice for plumbing, heating and gas services!

We're a Worcester Accredited Installer (WAI)
WAI's are recognised domestic and commercial heating companies that meet, or exceed, the Worcester Bosch standards of high quality installations, service and customer care. As accredited companies like Warm for Life are monitored by several recognised trade and industry bodies, you can be confident we'll deliver the high standards of workmanship and professionalism you expect from us.

Worcester External Service Partner
This means we can carry out in-guarantee work and services on behalf of Worcester Bosch. We have access to a full range of genuine Worcester Bosch spare parts to help make sure your boiler is back up and running as soon as possible.

What We Offer...

Industry-leading products from top manufacturers
High quality workmanship
Boiler finance with 0% interest available

Expert advice tailored to your home, lifestyle and budget
Clear, competitive pricing with no ‘hidden costs’
Up to 10 year guarantees on Worcester Bosch boilers
Regular servicing and ongoing protection with our care plans

Our approach is simple:
“We care. And we want you and your family to be warm, comfortable and safe in your home, all year round.”
Meet the Team

Russell Bowen
Director

I left school to join the Royal Navy at the age of 17 and spent 13 years travelling and visiting the world as a Seaman Specialist. After that, I decided it was time for a career change, and put myself through an apprenticeship. I gained an NVQ Level 2 & 3 in Plumbing, Heating and Gas, meeting my fellow Warm for Life Director, Mark, whilst at college.

After qualifying, I worked alongside Mark for many years and eventually, we decided to join forces - and we’ve never looked back! Since setting up Warm for Life in 2014, we’ve already trained 2 apprentices and I’d like to keep growing the company so we have six to eight of us in the team going forward.

When I’m not working, I love going on adventures at weekends with my young daughter and spending time with my family.

Mark Vincent
Director

I started my career selling plumbing and heating parts after I left school aged 16. At 21, I embarked on an apprenticeship and first met my fellow Warm for Life Director, Russ, at college.

After qualifying with an NVQ Level 3 and Gas Safe registration, I worked for other companies until the recession hit. I was made redundant in 2007, and decided to go it alone.

After a few years working separately as sole traders, Russ and I went into business together and Warm for Life was born in 2014! The company has gone from strength to strength since then and we’re very excited about what the future holds.

Outside work, I spend most of my time with my partner and three young kids, although I also enjoy kickboxing when I get a spare moment (which isn’t often!).
Pete Siddons  
Service Manager  
I’ve been in the plumbing and heating trade for the past 20 years, gaining a lot of knowledge along the way.  
I’m qualified to work on domestic gas appliances and unvented systems, and am Gas Safe registered. When I’m not repairing or servicing with Warm for Life, I enjoy spending time with my partner and three boys.

Connor Farmer  
Plumbing & Heating Engineer  
I’ve been in the plumbing and heating trade since 2015.  
I’ve completed an NVQ Level 2 apprenticeship in Plumbing & Heating and am now a qualified Gas Safe engineer.  
Since starting work as a Plumbing & Heating Engineer, I’ve gained a lot of experience within the industry and now specialise in working with boilers. During my spare time, I enjoy playing football for my local team, and spending time with my partner and family.

Jake Gray  
Gas Engineer Apprentice  
My name is Jake and I’m 16. I joined Warm for Life at the beginning of August 2019.  
Currently, I am a plumber and gas engineer apprentice, which I am thoroughly enjoying.  
In my spare time I enjoy playing football with my mates, playing golf with my Dad and spending time at the gym. I also enjoy socialising with my mates at weekends and especially going out for food.
Our Care Plans

We’ve designed our care plans to work flexibly, depending on the type and age of your boiler and the level of cover you’re looking for.

Our Boiler Service plan is the only compulsory plan.

You can choose to add our Pipework and Airing Cupboard plans if you like. For older boilers, we can also cover your boiler and central heating programmer against breakdowns.

We also offer a Gas Fire plan to spread the cost of servicing your fires.

Important notes:
The cover provided under any and all plans is limited to a maximum of £1,000 during any rolling 12 month period. If any work over and above a cost of £1,000 is required, we will provide you with a quote at our standard rates. Any obligation we have to replace parts under a particular plan will be limited to a total of £250 during the first three months of cover. Also, please note that we can’t cover any faults that arise with your covered services during the first 14 days of any plan, unless we installed the equipment and have maintained it ever since. Please also refer to section 8 of our terms and conditions.
**Care Plan Pricing**

The **monthly cost** of each plan is shown in the diagram. To work out how much you’ll need to pay each month, simply add up the costs of your chosen plans.

You can choose to add our Pipework, Airing cupboard* or Gas Fire plans if you wish. For older boilers, we can also cover your boiler and central heating programmer against breakdowns.

Before applying for your care plan(s), please read pages 6 to 12 of this brochure carefully, along with our Terms & Conditions. You’ll find these printed on the back of the separate application form, or online at [www.warmforlife.co.uk](http://www.warmforlife.co.uk).

*The Airing Cupboard plan, applies to regular and system boilers only. The plan covers some of the components normally found in your airing cupboard, but may be located elsewhere in your home.

### Our Care Plans
(Mix ‘n’ Match)

- **Boiler Service Plan (compulsory)**
  - £7.50mo.
- **Boiler & Programmer Care Plan**
  - £7.50mo.
- **Pipework Care Plan**
  - £7.50mo.
- **Airing Cupboard Care Plan**
  - N/A
- **Gas Fire Service Plan**
  - £5.00 per fire

### Prices for NEW Boilers
(Boiler Under Guarantee)

- **Combi**
  - £7.50mo.
- **Reg / Sys**
  - £7.50mo.

### Prices for OLD Boilers
(Boiler NOT Under Guarantee)

- **Combi**
  - £7.50mo.
- **Reg / Sys**
  - £7.50mo.

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### No Tie-ins and No Cancellation Fees

Unlike some of our competitors, we don’t tie our customers into a minimum contract period. You can cancel your care plans whenever you like with no cancellation fees.

We just ask you to note that if you cancel your Boiler Service Plan, we’ll have to cancel your other plans too. This is because you must have Boiler Service in place to qualify for our other plans.

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### Call-out Fees

Please note that if you call us out in relation to a service covered by one of our care plans, we’ll charge a call-out fee of £50 + VAT (this is lower than our standard call-out fees - see page 19).

If we need to visit you about the same matter more than once, we’ll still only charge one fee. There are no call-out fees for pre-booked service appointments for boilers and gas fires, including your initial service visit. As a care plan customer, you’ll also benefit from unlimited call-outs, subject to the Important Notes on page 6.
Boiler Service Plan

Our Boiler Service plans spread the cost of your annual service over 12 months. When you take out a plan, you’ll benefit from the Warm for Life Boiler Service which involves more tests and checks than a regular service.

You’ll have the reassurance of knowing that your boiler is in good shape and less likely to break down. It’s also important to note that an annual boiler service is often a requirement of the manufacturer’s guarantee.

What’s Included?

**Please Note:** The exact tests to be carried out will depend on the make and model of your boiler.

- Flue gas analysis
- Expansion vessel pressure check
- Electrical connection check
- Fan pressure check
- Ignition probe test – exchanged if degraded
- Main heat exchanger clean & new seals fitted (if required)
- Gas pressure test
- Condensate trap clean
- System PH test – re-inhibit (if requested)
- Filter clean
- Central heating system check (if requested)
- Infra red radiator check (if requested)

**Please Note:** Serviceable parts will be replaced if required.

What’s Not Included?

- Repairs or maintenance work
- Removing sludge or hard water scale

**Please Note:** We can quote for these separately if required.
Boiler & Programmer Plan

Our Boiler & Programmer plan is designed for older boilers and programmers, including smart controls, that are no longer covered by the manufacturer’s guarantee. You’ll have the peace of mind of knowing that if your boiler or programmer breaks down, we’ll come out and repair it for you.

If your boiler or programmer is beyond economical repair, or we can’t source the required parts, we’ll quote for replacing it with a similar or better model. Installation will be free of charge.

What we can and can’t cover:
We can cover domestic condensing gas boilers up to 70Kw. We can’t cover back boilers or any type of boiler with a square flue.

What’s Included?

- Repairing your boiler and/or programmer (if they’re not beyond economical repair)
- Replacing and fitting broken parts (subject to availability)
- Installing a replacement boiler and/or programmer (if they’re beyond economical repair or parts aren’t available)
- Repairing or replacing room or frost thermostats

What’s Not Included?

- Repairing damage caused by sludge, scale and other debris (if we’ve previously recommended you had a system flush carried out and you didn’t do so. See page 16 for details.)
- The cost of a new boiler or programmer (if required)
Our Pipework plan is particularly recommended for households including children, vulnerable or older people. It covers the cost of repairing or replacing your home’s pipework, radiators and above ground drainage.

So if there’s a breakdown, or you have a burst pipe or gas leak, you’ll know we’ll be with you within 24 hours and fix it as soon as possible.

What’s Included?

Repairing, replacing or unblocking your:

- Radiators
- Radiator valves
- Central heating pipework
- Grey and foul water waste pipes
- Soil and vent pipes
- Above ground drainage
- Stopcocks
- Overflow pipes
- Washing machine/dishwasher/washer-dryer pipes
- Gas pipework in your home
- Mains water supply pipe
- Hot and cold water pipes

What’s Not Included?

- Warm air and underfloor central heating systems
- Taps, showers, baths, sinks and toilets, except for replacing washers
- Pumps, macerators and waste disposals
- Guttering and rainwater pipes
- Below ground drains and drainage systems, e.g. septic tanks
- Regular drain cleaning or de-scaling
- Frozen pipes that aren’t damaged
- Gas appliances

We’re happy to cover lead and steel pipes under this plan. However, if these pipes are beyond repair, we may replace them with alternative pipework.
Airing Cupboard Plan

Our Airing Cupboard plan is ideal for regular or system boiler central heating systems, as it protects the extra components you don’t need with a combi set-up.

Adding this plan to our Boiler & Programmer and/or Pipework plans gives you the reassurance of knowing that most elements of your plumbing and central heating systems normally found in your airing cupboard are covered if they break down.

What’s Included?

Repairing or replacing your:

- Cold water tank and heating tank, ball valves and service valves
- Hot water cylinder, immersion heater, timeswitch and cylinder thermostat
- Central heating circulating pump and hot water circulating pump
- Zone valves and Auto bypass valves
- Wiring centre
- Expansion vessel

What’s Not Included?

- Pipework (See our Pipework plan)
- Programmers & thermostats (See our Boiler & Programmer plan)
- Shower pumps
Gas Fires Plan

Our Gas Fires plan will help you stay warm and safe in the winter. Like any gas appliance, your fires need regular servicing to make sure they’re working safely and to pick up on any problems.

You’ll pay for your first service upfront when you set up your care plan with us. After that, you’ll spread the cost over 12 months - just like our Boiler Service plan.

Please note:
The £5 monthly cost of this plan is per fire. If you have more than one fire and want to cover them all, you’ll need to multiply the £5 cost by the number of covered fires.

What’s Included?

Servicing your covered gas fires once a year

What’s Not Included?

Repairs, spare parts and replacement gas fires

(We can quote for these separately if required)
Ready to Join Warm for Life?

It's simple to sign up for your choice of care plans...

1. Read pages 6 to 12 of this brochure and our Terms & Conditions carefully.
   You'll find our T&Cs printed on the back of your application form or on our website, www.warmforlife.co.uk.

2. Check you're eligible for your chosen plans.
   You'll find this information in Section B1 of the Terms & Conditions. Don’t forget that our Boiler Service plan is compulsory.

3. Arrange your initial service appointment for your boiler and any gas fires you want us to cover.
   We'll ask you to pay for this on completion.

4. During the appointment, we'll check any other services you've asked us to cover.
   For example your pipework, to make sure they're eligible and in good repair.

5. We may need to carry out repairs or other works before we can accept you on to our care plans.
   If so, we'll give you a quote. There's no obligation to ask us to proceed, but we can't set up your care plans until the works have been done.

6. Once everything’s in order...
   Complete an application form on paper or visit our website.

7. We'll set up your chosen plans and arrange monthly Direct Debit payments.
   Please note that your payments will appear on your bank statement as ‘GoCardless’, not ‘Warm for Life’.

8. We'll contact you in around 12 months’ time to arrange your next service appointment.
   If you need us in the meantime, we're always at the end of the phone.

Adding New Plans

You can add new plans at any time.

For example, when the manufacturer’s warranty on your boiler and programmer runs out, you can take out our Boiler & Programmer plan.

Cancellations and Changes

Once your care plans are set up, they'll remain in place unless you decide to cancel.

If we make changes to your plan costs or the level of cover, we'll contact you in advance to let you know. Any increases to your plan costs won't take effect until the date of your next boiler service. You'll have the opportunity to cancel or add new plans if you wish.

Calling Us Out

With a Warm for Life care plan, you can call us out 24 hours a day, 365 days a year if there's a problem with your covered services.

We'll aim to get to you within 24 hours, sooner if it's an emergency. And we'll always prioritise call-outs from households with vulnerable people.

We'll give you our emergency contact phone number when we've set up your care plans.
Your Boiler Installation

*Warm for Life* provides a **complete, end to end installation service** for *Worcester Bosch* boilers, central heating systems, programmers and smart controls. We’re *Worcester Bosch Accredited Installers*, which means we’re recognised as **reputable, quality-conscious** and providing value for money.

Whatever your installation project, you can be confident we’ll do a great job.

Choose Your:

**Boiler**
- Combi*
- System
- Regular

**Programmer**
- EasyControl
- Comfort
- Nest

**Accessories**
- Electronic Thermostatic Radiator Valves (eTRVs)
- Thermostatic Radiator Valves (TRVs)

*Please see the Boiler Plus section on the next page*

What Happens Next?

If you’re **interested** in a **Boiler Finance package**, please contact us by **phone** or **email** in the first instance so we can **check your eligibility**.

1. **Get a Quote**
   Visit our website and get an online quote for your boiler.
   You can call or email us if you prefer, or arrange a site visit.

2. **Choose a Date**
   If you’re happy with your quote*, call or email us to book a convenient installation date.

3. **Pay Your Deposit**
   Visit the ‘Make a Payment’ page on our website to pay your deposit.

4. **Installation**
   A normal installation will only take a day, between 8am and 5pm.
   If we think your installation will take longer than this, we’ll let you know.

5. **Pay Your Balance**
   If you’ve not opted for Boiler Finance, pay your balance by cheque or card.

* Please note that by accepting our quote, you’re agreeing to be bound by our Terms & Conditions.
Bosch EasyControl is a new, internet-connected thermostat that gives you complete control over your heating and hot water. You can programme and monitor it from any location using your smartphone or tablet.

For maximum energy savings and control, we recommend you combine Bosch EasyControl with Bosch electronic thermostatic radiator valves (eTRVs). These let you control the heating times and temperature for each individual radiator from your smartphone. Or, you could opt for standard thermostatic radiator valves (TRVs) which you operate manually. Bosch EasyControl is capable of learning and adapting to your behaviour, switching your heating and hot water on when you’re on at home, and off when you go out. It’s easy to use with simple displays.

The programmer is the brains of your central heating system.

So you’ve decided to replace your boiler, the heart of your central heating system. But did you know you also need to change the programmer? This is the brains and will decide when and how much gas to burn to heat your home. Other considerations are filters, smart radiator thermostats and thermostatic radiator valves. Combining all of this together with the Bosch EasyControl could increase your boiler efficiency by 5%!

Boiler Plus

Bosch EasyControl is compliant with the new Boiler Plus legislation that was introduced in April 2018. Boiler Plus aims to help homeowners save energy and reduce their bills. As well as Bosch EasyControl, we can supply and install a range of other compliant products from Worcester Bosch, plus the Nest learning thermostat. Our engineers will help you make the right choice.

*Combi boiler installations must also include one of the following:*

- Load compensation
- Weather compensation
- Intelligent controls
- Flue gas heat recovery
System Flushes

We offer a range of central heating system flushing services to suit your individual boiler and central heating set-up.

These are designed to help prevent sludge, deposits, debris and rust building up in your pipework, radiators and boiler, so they can keep working properly. If you notice your central heating system losing heat or working inefficiently, it’s probably in need of a flush.

Please note: having a system flush carried out when needed is a condition of most manufacturers’ guarantees.

The boiler is the heart of your central heating system.

But the pipework is its arteries and veins, delivering heat to the radiators.
Your system will function efficiently as long as the pipework is clean and blockage-free with no sludge and debris.

**Chemical Flush**  
(approx. 1 hour)
This is a quick flush using a sludge-removing chemical and corrosion inhibitor.
Our chemical flush will gently remove sludge, scale and debris from your central heating system without damaging it.

**Magna Cleanse & Vibra Clean**  
(approx. 2 hours)
This involves connecting the MagnaCleanse magnetic filter and cleansing your central heating system with a special chemical. We’ll remove magnetite, debris and scale by concentrating the water flow through individual radiators.
We’ll then use the VibraClean tool to dislodge the more stubborn magnetite. Your heating pipework will then be flushed with clean water, your system refilled and a corrosion inhibitor chemical added.

**Powerflush**  
(full day)
In addition to the Magna Cleanse & Vibra Clean, we’ll connect a Powerflush machine to your central heating system and add a one visit concentrated chemical, then flush until the water in the system is running clear.
We’ll measure the temperature of your radiators before we start, then show you the improvement when your Powerflush is complete.
Boiler Finance

With our 0% Boiler Finance deals, there's no need to save up or pay for your new boiler upfront. It's the ideal way to replace your old boiler, as you can spread the cost over 2 years, interest-free. Our Boiler Finance packages are provided through Hitachi Capital Consumer Finance.

Our friendly, qualified engineers will help you choose the right Worcester Bosch boiler for your home, lifestyle and budget. All Worcester Bosch boilers are very energy efficient, so you could start saving money on your energy bills straight away.

£

Need Longer to Pay?

No worries!

We also offer Boiler Finance over 5, 8 and 10 years. You'll need to pay interest, but your monthly payments will still be lower than with our 2 year deal.

The Small Print

Finance is available subject to status to UK residents aged 18 or over. Terms and conditions apply. Warm for Life Ltd acts as a credit broker and not as a lender, their registered office is 184 Queens Rd, Beeston NG9 2FF. Credit is provided by Hitachi Capital Consumer Finance and Hitachi Personal Finance are divisions of Hitachi Capital (UK) PLC.

Authorised and regulated by the Financial Conduct Authority. Registered in Cardiff no. 1630491. Registered office: Hitachi Capital House, Thorpe Road, Staines-upon-Thames, Surrey, TW18 3HP.
Boiler Repairs

We want you and your family to *enjoy a warm home* and *hot water all year round*. That’s why we *offer a fast and efficient boiler repair service*. If you’ve taken out our *Boiler & Programmer care plan*, our *engineers are available* to call out *24/7 in an emergency*. Otherwise, we’re *available between 8am and 5pm*.

Our experienced engineers are trained to repair any make or model of gas boiler. From leaks to low pressure, there’s not a boiler problem we haven’t fixed over the years!

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**About Our Repairs Service**

- **Priority call-outs** for vulnerable people
- **Upfront quotes** for parts and labour

**Costs & Call-out Fees**

*If You’re a Boiler and Programmer Care Plan Customer and the work is covered:*

- **£50 + VAT**, plus costs for anything not covered under your plan (see page 9)

*Everyone Else:*

- **£75 + VAT** diagnostics charge (first hour)
- **Quote given** to supply + fit parts required

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**Boiler Beyond Repair?**

If we *can’t fix your boiler*, we can *quote* for installing a new, energy efficient *Worcester Bosch model*. Please note that there is *no installation fee* if you have our *Boiler and Programmer plan*.

You can spread the cost with our *flexible finance deals* – see page 18 for details.
General Plumbing & Repairs

Our qualified team of Gas Safe registered engineers can help with all kinds of plumbing jobs and repairs, both large and small.

General Plumbing

- Replacing taps
- Moving pipework
- Replacing sanitaryware
- Upgrading central heating
- Homeowner's gas safety checks
- Landlord's gas safety certificates
- Installing gas appliances

Plumbing Repairs

- Toilet faults
- Leaking pipework
- Kitchen & bathroom plumbing
- Gas leaks
- Shower replacements

Costs and Call-out Fees

**Small jobs e.g. replacing taps, toilet repairs**
- No quote or call-out fee
- Hourly labour rate plus parts

**Larger jobs e.g. installations, upgrades**
- Quoted in advance
- Deposit required
- Payment on completion

**Call-out fees for care plan customers**
where the work is covered:
£50 + VAT (one off charge)
Labour and parts included.

**Call-out fees for everyone else:**
£62.50 + VAT for general work
£75 + VAT for gas work
Plus parts.

Priority Call-outs

When you call us out, we'll aim to get to you ASAP.

Especially if it’s an emergency.

Your call-out will be prioritised if vulnerable people live in your home, if you have no running water, or your central heating or toilet is broken.
Testimonials

“Very professional, polite and punctual. All work carried out to excellent standard. Would definitely recommend.”

“They came promptly and gave professional advice without pressure, work done very tidily. I am pleased with the result.”

“From initial contact to completion of work. They were excellent in every way.”

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