Issue: 3.0





Worcester Bosch **Boiler Installations** 



**Care Plans** 



**Boiler Servicing** & Repairs



**Boiler Finance** 



**Smart Controls** 



**Central Heating** Installations



Service & Repair Partner

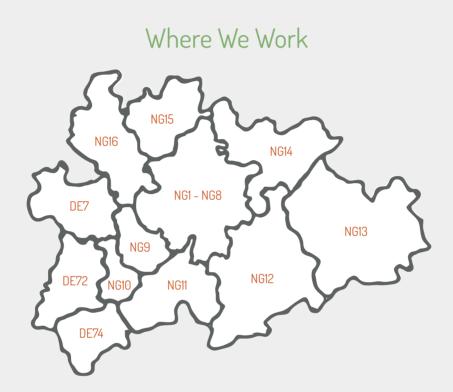




## Welcome to Warm for Life

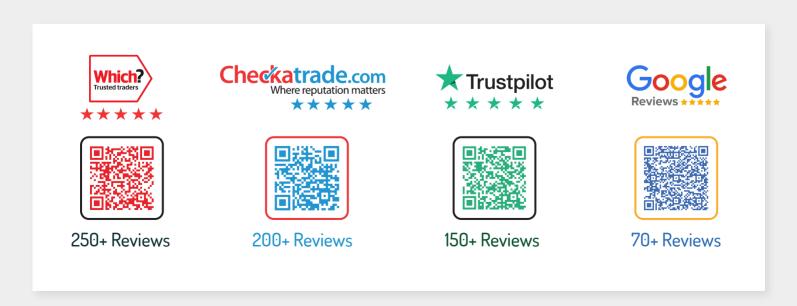
We're your friendly local **Worcester Bosch** boiler **specialists**, offering **high quality services** to **homeowners** and **landlords** in **Nottingham** and **Derby**.

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



Proud to be a top rated heating company





## Meet the Team

#### Russell Bowen | Director

At 17 I left school to join the Royal Navy and spent 13 years travelling the world as a Seaman Specialist.

After deciding on a career change, I put myself through an apprenticeship, gaining an NVQ Level 2 & 3 in Plumbing, Heating and Gas, here I met my fellow Warm for Life Director, Mark.

After qualifying, I worked alongside Mark for many years and eventually, we decided to join forces - and we've never looked back! 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 where I qualified with an NVQ Level 3 and Gas Safe registration.

After I was made redundant in 2007, I 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.





#### 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 Gas Safe registered and qualified to work on domestic gas appliances and unvented systems. I enjoy spending time with my partner and 3 boys.

### Ricky Turner | Install Manager

I enrolled in a plumbing course at college aged 16. In 2007 I got my first job as plumber/gas engineer apprentice.

In 2011 I became a qualified plumber and gas engineer, qualified with un-vented systems. As of August 2020 I started working for Warm for Life. I enjoy my weekends spending time with my family.

### Jake Gray | Plumber

I joined Warm for Life at the beginning of August 2019. Currently, I am a plumber and gas engineer apprentice.

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.



# Why Choose Us?

There are lots of **great reasons** why we should be your **first choice** for your **heating company.** 

We're also a Worcester Accredited Installer (WAI) and a Worcester Service Partner.

## Our Ethics are Simple...

- ✓ Listen to your requirements ✓ Give honest & transparent advice
- ✓ Provide options & solutions
  ✓ Let you decide in your own time



#### Small Team

Offering the very best service to our customers.



#### Service & Repairs Partner

We work on behalf of Worcester Bosch.



#### The Service Plan

Spread the cost of your annual boiler service over 12 months.



#### **Client Hub**

Request a job or a quote directly from your phone.



#### **Boiler Guarantees**

Get up to a 12 year guarantee on Worcester Bosch boilers.



#### **Competitive Pricing**

We offer competitive pricing with no 'hidden costs'.



#### **Boiler Finance**

Spread the cost of a new boiler, 0% interest available.

# Service & Repair Partner

We are proud to be Nottinghamshire and Derbyshire's exclusive

Worcester Service Partner.

- We are authorised to repair boilers for and on behalf of Worcester Bosch
- Our vans are stocked with a range of boiler spares
- ✓ Any replacement parts can be changed during an annual service











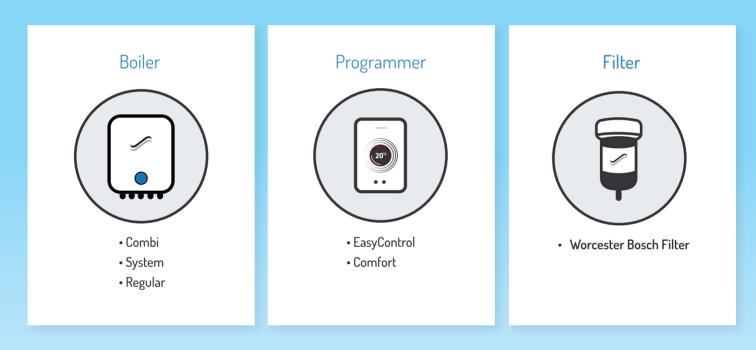
\*Please note we are not obliged to attend to boiler repair or service call-outs 24/7.

## Worcester Bosch Guarantee

As a **Worcester Accredited Installer** we can offer up to a **12 year guarantee** on new **Worcester Bosch boilers** with **parts and labour included**.

To keep your guarantee valid your boiler must be serviced annually.

## Your Guarantee Will Cover...



Worcester Bosch customer services:

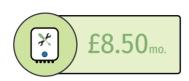
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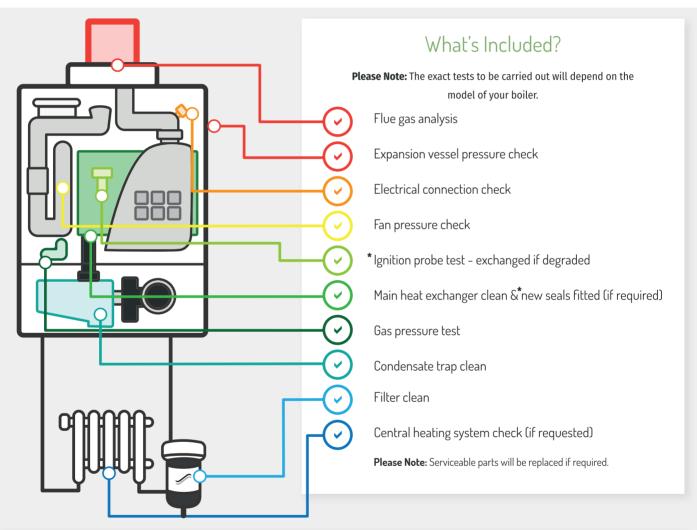


# The Boiler Service Plan

The Boiler Service Plan spreads the cost of your annual service over 12 months.

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





#### The Benefits

We'll provide a service reminder

Extends the life of your boiler

Maintains your guarantee

Identify failing parts

Parts changed under guarantee

#### What's Not Included?

- Repairs or maintenance work (Unless under guarantee)
  - Removing sludge or hard water scale

    Please Note: We can quote for these separately if required.

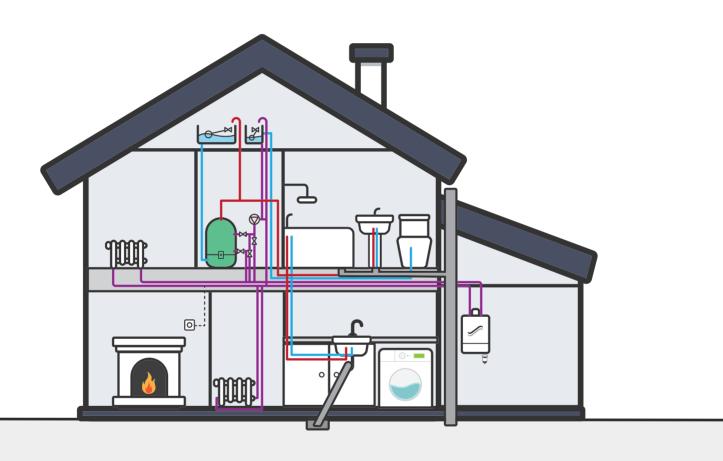
## Care Plans

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.

#### The Boiler Service Plan is the only compulsory plan.

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

Please Note: The Boiler and Programmer plan only covers Worcester Bosch Boilers









Airing Cupboard



Pipework

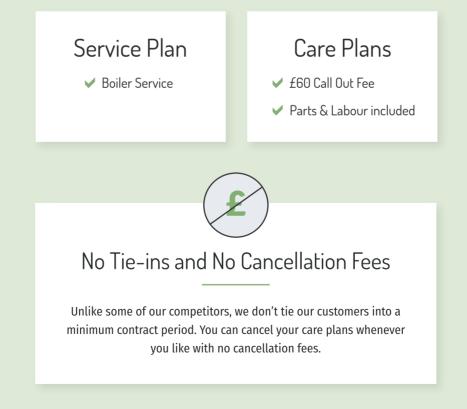
#### **Important notes:**

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 B 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**.

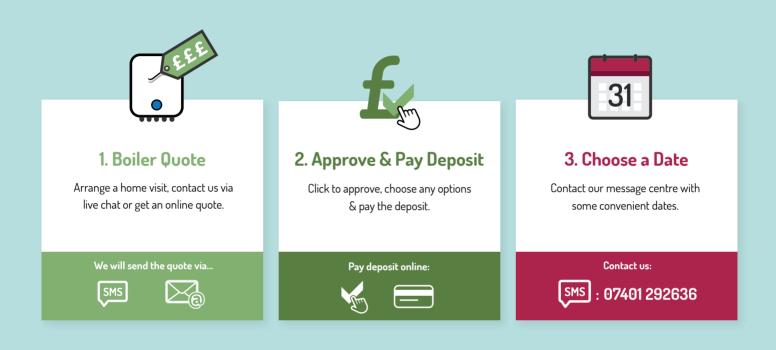




## Your Boiler Installation

We provide a complete **end-to-end installation service** for **Worcester Bosch boilers**, **central heating systems** and **smart controls**.

As a Worcester Accredited partner, we're recognised as reputable and quality-concious.





#### 4. Installation

A normal boiler installation will only take a day, between 8am and 5pm.



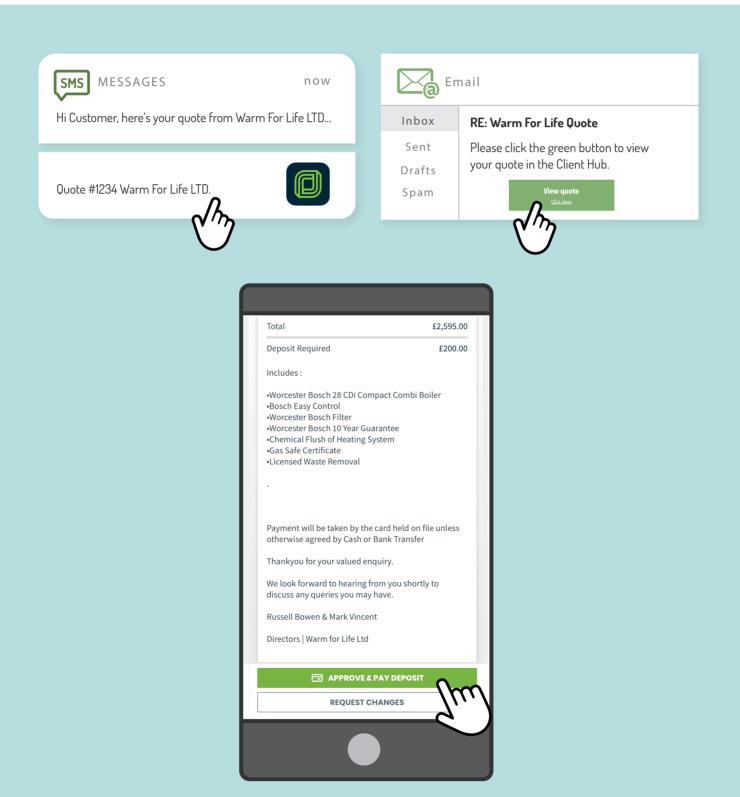
#### 5. Payment

Payment will be taken by card held on file on completion, unless agreed otherwise.

<sup>\*</sup>Please note that by accepting our quote, you are agreeing to be bound by our Terms and Conditions.

# Your Quote

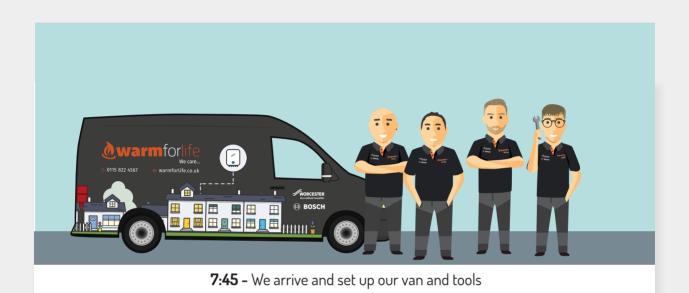
You will receive your **boiler quote** via **SMS** or **email**, from there you can **view** your quote, **approve** it and **pay your deposit**.

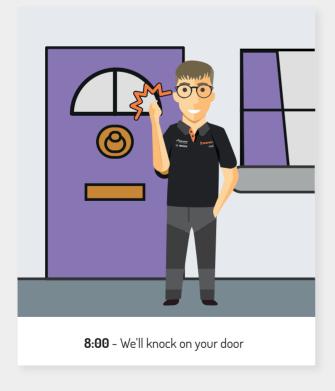


# What to Expect

Our **engineers** will take precautions to **protect surfaces within your home** and tidy their work area once your **boiler** installation is complete.

Take a look at what to expect on the day of your new boiler installation.



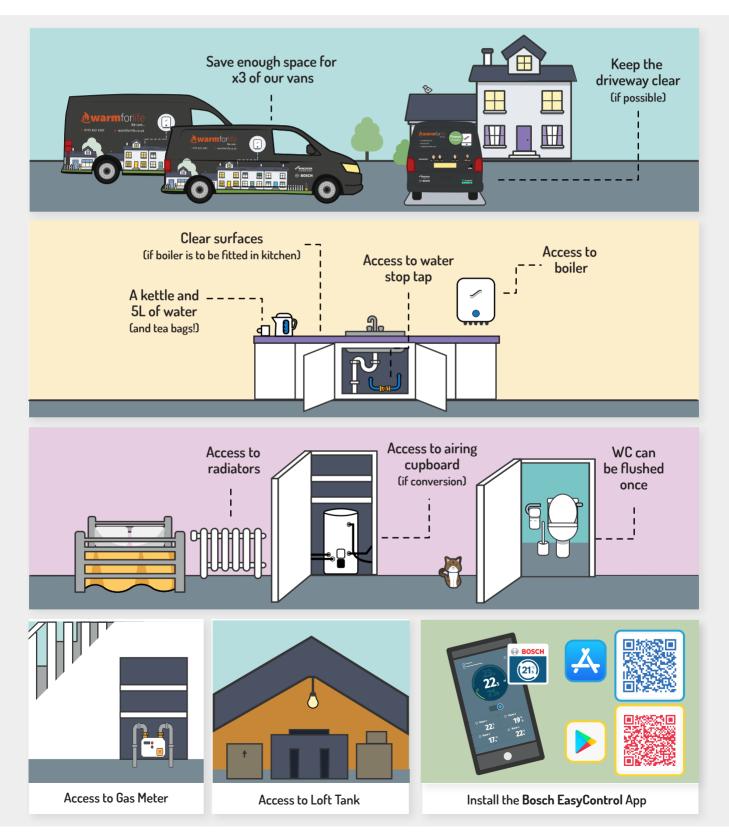




# How to Prepare

When we arrive to install your **new boiler**, there are a few areas within your home that our **engineers** will need **access to** on the day.

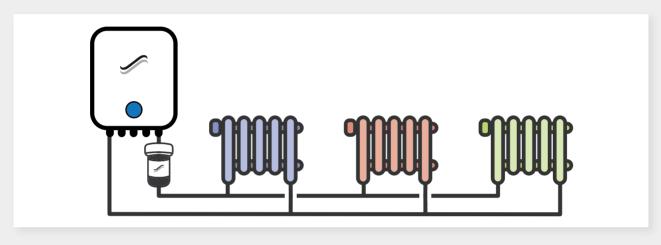
Take a look at how you can prepare your home for our arrival to make the installation as seamless as possible.



# System Flushes

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

System flushes 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 losing heat or working inefficiently, it's probably in need of a flush.





#### The boiler is the heart of your central heating system.

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.

Your boiler installation will include a chemical flush



## Magna Cleanse & Vibra Clean

(approx. 2 hours)

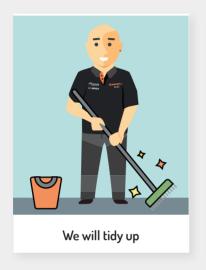
A MagnaCleanse magnetic filter will be connected to cleanse your central heating system with a special chemical. Magnetite, debris and scale will be removed by concentrating water flow through individual radiators. The VibraClean tool will dislodge stubborn magnetite. Your heating pipework will be flushed with clean water and a corrosion inhibitor chemical added.

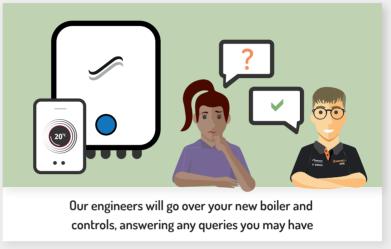
£350 up to 7 radiators

£25 per radiator there after

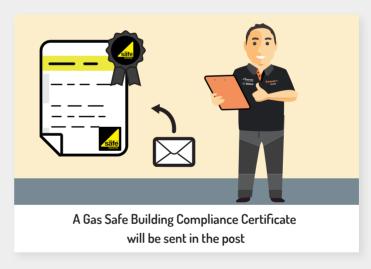
# End of the Day

At the end of the day, we will have a **tidy up** and carry out the **handover**.

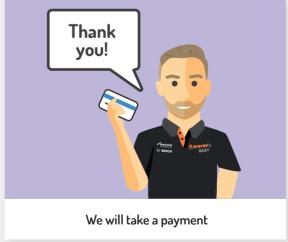






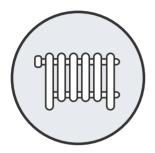






## Extras

Understanding how your home can work **more efficiently** can **benefit your heating bills** and the **overall comfort** of your home.



#### **New Radiators**

Upgrade your central heating system with new radiators.

- Heats your home quicker
- ✓ Provides the right amount of heat for the room
- Choose designer radiators if you prefer



#### **TRVs**

TRVs concentrate the heat to where it needs to be.

- ✓ Allows control over individual rooms
- Create comfort levels
- ✓ Saves money and energy



#### Condensate Insulation

Insulates your condensate pipe to prevent it from freezing.

- ✓ Keep your boiler running smoothly when you need it most
- ✓ UV-stable and weather-resistant coating
- ✓ Only takes 30-45 minutes to install



### MagnaCleanse & VibraClean

Consider this if you have problematic radiators.

- ✓ A more intense flush
- Increases system efficiency
- Optimises your heating

# **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**.

### Novuna Personal Finance

Example <b>0% Interest Free Credit</b>					
Cash price	£2,500				
Deposit (Mandatory, fixed amount)	£200				
Total amount of credit	£2,300				
Term	24 months				
24 monthly payments	£95.83				
APR	0%				
Fixed rate of Interest	0%				
Total amount payable	£2,500				
Total charge for credit	£0.00				

Representative Example 7.9% APR Interest Bearing Credit					
Cash price	£2,500				
Deposit	£200				
Total amount of credit	£2,300				
Term	120 months				
120 monthly payments	£27.46				
APR Representative	7.9%				
Fixed rate of Interest	7.9%				
Total amount payable	£3,295.20				
Total charge for credit	£995.20				

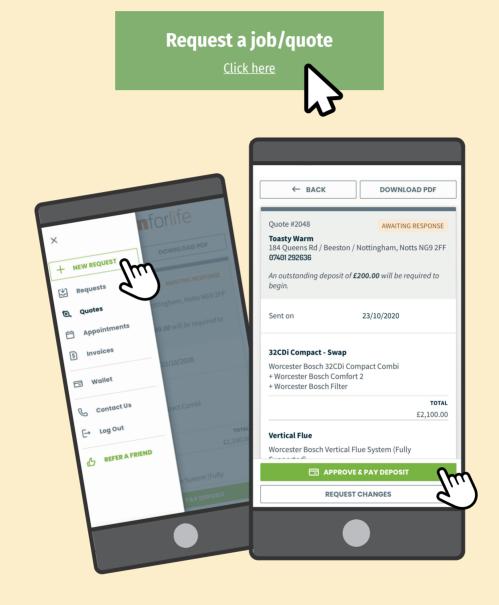
Representative Example	Representative Example   Buy Now Pay Later					
Cash price	£2,500					
Deposit (optional)	£200					
Total amount of credit	£2,300					
Payment deferral period	12 months					
If paid in full within 12 month holiday period	£2329.00 including £29 settlement fee					
Term	84 months					
84 monthly payments	£44.05					
APR Representative	11.90%					
Fixed rate of Interest	11.90%					
Total amount payable	£3,700.20					
Total charge for credit	£1,400.20					

Warm for Life Ltd (FRN 763977) is authorised and regulated by the Financial Conduct Authority. Warm for Life Ltd acts as a credit broker and not a lender and do not receive a fee for the introduction. Credit is provided by Novuna Personal Finance, a division of Mitsubishi HC Capital UK PLC authorised and regulated by Financial Conduct Authority. Finance options are offered subject to status and credit check which must be completed before commencement of works. A 14 day cooling off period applies to all applications. If cancelled within 14 days, alternative payment of full outstanding balance must be made.

# Client Hub

Submit **job requests**, **book a boiler service** and **make payments** in a couple of clicks.

Access the **client hub** via the big green button on our website.





Pick a date that suits you!

Book a boiler service
Request a job
Make payments
Schedule appointments
Download invoice PDF

## How to Contact Us

There are various ways in which you can **contact us**. Send us a **text**, **visit our website** to request a job, **call us**, or use our **online live chat** feature.



### Text Us: 07401 292636

Text our message centre. Any questions you may have will be seen by all of our engineers. They can then respond to your needs.





### Request a Job

Click the green button on our website to book a service, job or quote. This is logged in our system. We will the send you an appointment by SMS or email.





### Call Us: 0115 822 4567

If you need to get in touch with us directly, give us a call.



### **Live Chat**

Out of hours Care Plan assistance.





## Email Us: office@warmforlife.co.uk

For general enquiries about our heating services.

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Engineer:					Filter Cleaned:
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Max				Pressure:
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