

## CLEVER CARE 15 POLICY SUMMARY

**About Clever Care 15**  
Covers Boiler and Controls  
Annual Boiler Service  
Replacement Boiler  
No Excess to Pay



### Eligibility / other insurance

Please check this cover is suitable for you, referring to the eligibility section of your policy schedule / summary. You can also check that existing insurance you hold elsewhere does not cover the same things as this policy. If you need to make changes to your policy, please call our support team on 01274 214557.

### How do I cancel my policy?

If your policy does not provide the cover you need or you wish to cancel for any other reason, you may cancel your policy by...

- **Writing to us at Office 5C, Aire Valley Business Centre, Lawkholme Lane, Keighley, West Yorkshire, BD21 3BB. Remember to include your policy number.**
- **Contact us via email, [enquiries@cleverenergyboilers.co.uk](mailto:enquiries@cleverenergyboilers.co.uk).**

Please see the terms and conditions of your policy for further details on cancellation terms.

### How do I change my address?

If you need to amend your policy address details, you can do so by calling our support team on 01274 214557 or by sending us an email via our enquiry form or directly to [enquiries@cleverenergyboilers.co.uk](mailto:enquiries@cleverenergyboilers.co.uk). Remember to include your policy number.

### Your service or repair

Our Gas Safe registered engineers will carry out a service or repair on any covered gas appliance to make sure they operate correctly. Changes to gas industry guidance mean that boiler flues should be accessible in order to enable engineers to inspect them when service or repair is carried out. If the flue is in a void, for example it runs into the wall or above the ceiling, you may be advised to install an inspection hatch/s so engineers can carry out the safety checks. Further details can be found at [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk).

### Support Team

Clever Energy Boilers

Office 5C  
Aire Valley Business Centre  
Lawkholme Lane  
Keighley  
West Yorkshire  
BD21 3BB

Telephone 01274 214557  
Email [enquiries@cleverenergyboilers.co.uk](mailto:enquiries@cleverenergyboilers.co.uk)



## ABOUT CLEVER CARE SERVICES

Clever Care part of Clever Energy Boilers and is regulated by the Financial Conduct Authority. We would like you make you aware of our services.

### What products do we offer?

- ✓ We only offer products from Clever Care for cover of your boiler and equipment identified on your schedule.

### Which service will we provide you with?

- ✓ We will advise and make a recommendation for you after we have assessed your needs.
- ✓ We will provide you with product information enabling you to make your choice about how to proceed.

### What do you do if you have a complaint?

If you wish to register a complaint, please contact us...

- Write to us at Office 5C, Aire Valley Business Centre, Lawkholme Lane, Keighley, West Yorkshire, BD21 3BB. Remember to include your policy number.
- Alternatively you can email your complaint to [enquiries@cleverenergyboilers.co.uk](mailto:enquiries@cleverenergyboilers.co.uk)

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

“ Clever Energy Boilers prides itself on **first class customer service** and **second to none after sales care.** ”

**Don't take our word for it**, industry approved and accredited, you can see what our customers have to say, visit us at [www.cleverenergyboilers.co.uk/customer-testimonials](http://www.cleverenergyboilers.co.uk/customer-testimonials) ”



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