

## **CLEVER CARE PLATINUM POLICY SUMMARY**

- Annual service and safety check
- Complete system service including cylinder
- Like for like replacement for units under 5 years of age
- Unlimited free of charge air source heat pump call outs
- 24 hour over the phone technical support
- Engineer's advice on matters relating to your central heating system
- All year round, free of charge call outs on central heating hot water emergency breakdowns
- **Free of charge parts and labour for your system breakdowns**



### **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 0333 363 8731.

### **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...

- **Office 25B, Aire Valley Business Centre, Lawkholme Lane, Keighley, West Yorkshire, BD21 3BB**
- **Remember to include your policy number**
- **Contact us via email, [info@cleverenergyboilers.co.uk](mailto:info@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 0333 363 8731 or by sending us an email via our enquiry form or directly to [info@cleverenergyboilers.co.uk](mailto:info@cleverenergyboilers.co.uk). Remember to include your policy number.

### **Your service or repair**

Our MCS certified engineers will carry out a service or repair on any covered part/s of your system to make sure it operates correctly.

### **Support Team**

Clever Energy Heating

Office 25B  
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 Energy Boilers is a trading name of The Green Deal Factory Limited. Authorised and Regulated by the Financial Conduct Authority.

### 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...

- Office 25B, Aire Valley Business Centre, Lawkholme Lane, Keighley, West Yorkshire, BD21 3BB
- Remember to include your policy number
- Alternatively you can email your complaint to [info@cleverenergyboilers.co.uk](mailto:info@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, search for us on the Trustpilot website. ”



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