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Why was the PulsaCoil appliance chosen for your property?

A wide variety of appliances can be installed; however, the PulsaCoil has been chosen for a huge number of apartment properties across the country over the past 15 years. The selection process for most developers would have involved a lengthy period of careful consideration of all available boiler options and the advantages and disadvantages of each.

While we would state our belief that the PulsaCoil product offers good value for money, your developer could quite easily have reduced their build costs by selecting a different type of appliance. The main reasons why the PulsaCoil was chosen for your home are due to the very low running costs and the unparalleled safety record the PulsaCoil offers – obviously both of vital importance in retirement developments containing elderly and sometime vulnerable residents.

1) Low running costs

(a) The ability of the PulsaCoil unit to charge itself using only economy electricity packages means that the homeowner is able to take advantage of the reduced cost electricity which is available during 'off peak' periods – saving money and reducing running costs substantially over other appliance types which heat water when required at on peak rates.

(b) The appliance installed is an open vented system, which has no legal requirement for an annual safety check on the PulsaCoil. By contrast, gas boilers and unvented units both require potentially expensive annual servicing by a qualified Engineer in order to guarantee safe operation. Failure to comply with this requirement can invalidate home insurance policies and endanger both the homeowner and their neighbours.

(c) Scale cannot build up within the PulsaCoil cylinder itself as it is not constantly being replenished with fresh water. Any scale build up is limited to one component, the plate heat exchanger, which can be easily replaced. It is not uncommon for appliances in very hard water areas to suffer significant damage and have their lifetime substantially reduced by continuous mineral deposits.

2) Maximising safety

(a) The hot water delivered through the shower and tap outlets is cold mains water which has been instantaneously heated by your appliance. It is not stored water and the risk of bacterial growth or diseases such as legionella therefore simply does not exist. The hot water used by the homeowner is essentially of drinking quality.

(b) The appliance can be installed using **either** an automatic topping up device **or** a manual fill header tank. However, most apartment developers choose to fit a manual fill header tank on the basis of safety... In the event of a major leak from the unit itself or any pipework leading from the appliance, the boiler would not fill repeatedly from the mains and therefore any potential for subsequent damage is greatly reduced.

While such incidents are thankfully relatively rare, a leak in an unoccupied apartment or an escape of water where the homeowner fails to identify the issue quickly can cause massive damage - not only to the

homeowner's own apartment, but also to all the apartments beneath them. Where the developer has chosen to install the PulsaCoil as a manually filled system, it is only the water from the cylinder itself which can be lost and the potential for significant damage is consequently very limited.

(c) The appliance controls the hot water temperature – ensuring that with a reasonable flow rate through taps the water temperature is restricted to around 50 – 55 degrees. While this is too hot for some homeowners, it is worth noting that a conventional storage system will typically deliver water to taps at a minimum temperature of 60 – 65 C when fully charged – significantly higher than the PulsaCoil.

What is covered under a Breakdown Agreement?

We genuinely attempt to keep our charges transparent and easily understood.

Both the Platinum and Standard Breakdown Agreement cover ALL PulsaCoil parts and ALL labour required to install them on the Gledhill appliance and there are no exceptions. Both packages offer the same target response time of a next working day service against urgent 'no hot water' situations and we currently manage to achieve this against 95% of urgent call outs across the UK.

We charge the basic Standard Breakdown Agreement at £90 outside the London area (or £120 within the London area) to cover the unit year round. This is approximately the charge many homeowners would have previously paid for a one off gas boiler service. The Platinum package is priced at an additional £55.

The principle difference between the two packages is that the Platinum cover also includes an annual health check and a greater contribution in the event that a boiler is found to be beyond repair and requires replacement. In the event that the boiler is beyond repair, we offer to organise a replacement with a very significant discount against the trade price based on the age of the appliance; the length of time a Breakdown Agreement has been in place; the homeowner's individual circumstances; and the developer involved.

We believe that either package offers great value for money and peace of mind for the many residents who take up the coverage.

Inevitably, our 'Terms and conditions' must make some reference to exclusions relating to sub-standard installation or vandalism etc; however, the reality is that we have never knowingly charged a customer for any PulsaCoil part when covered under a Breakdown Agreement – regardless of circumstances.

Why do Gledhill offer chargeable one off repairs at a fixed charge and what is included?

We do offer to attend properties on a 'one-off' chargeable basis where we have spare resource. However, we do not guarantee attendance since our Breakdown Agreement customers are assigned priority.

Many plumbers will offer to attend 'free of charge' or publish hourly labour rates; however, we generally prefer to offer an all-inclusive service which includes any PulsaCoil parts and associated labour for a fixed fee. This ensures that any faulty or damaged component on the PulsaCoil will be replaced and the homeowner knows *exactly* how much they will pay in advance. There are therefore no nasty surprises and no hidden fees and it does not matter to the homeowner whether our Engineers need to spend 30 minutes or a full day with the unit *or* whether a wide selection of expensive parts are needed to restore operation. Regardless of work required, the charge remains the same.

Any work our Engineers perform is fully guaranteed and in the event that the appliance fails at any time during the next 12 months, we will attend as a priority to repair it again. We have no wish to frustrate homeowners by debating whether or not a new breakdown is related to the original issue reported to us

or whether it relates to a component replaced on the last visit. We therefore try to minimise any frustration and simplify the situation for all parties by including any PulsaCoil part and the associated labour costs under our guarantee *regardless* of the problem.

In short, we consider it our responsibility to spot any potential issue during our visit and we take that responsibility seriously enough to pick up the cost if we don't. The guarantee on our work is offered through provision of a Breakdown Agreement since this ensures that the homeowner can simply quote their contract number to our team and attendance will be organised without further explanation or delay.

The 12 month coverage on the unit is not therefore a separate service we 'force' customers into taking, but is an integral part of our current service offering - reflecting our confidence in the work completed by our Engineers and hopefully offering all our customers peace of mind. We trust that this also means that our offer is very easy to understand for both ourselves and our customers.

How do I contact Gledhill?

If you are experiencing problems and would like to report a breakdown or to organise a chargeable repair, please contact us on 08445 679898 and a member of our team will be able to help you.

Alternatively, if your query is non urgent or you would like to send us feedback, please write to John Reynolds (address details below) or you can also email us at response@gledhill.net.

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