

Approved Installer Programme



Helping to build your business



Vokèra Approved Installer Programme

Why sign up?

Vokèra values the important contribution our loyal installers make towards the success of our brand and so are offering you the opportunity to become a Vokèra Approved Installer and to ensure that you and your business are receiving an unrivalled level of service and support.

As an Approved Installer you can benefit from a complete partnership package that will deliver **even more information, support and rewards**, including access to extended 5 year warranties⁽¹⁾, marketing support, 'Approved Installer' van livery, free training, your company details given to homeowner boiler upgrade enquiries⁽²⁾ and a number of exclusive Affinity rewards.

This pack provides you with all the information regarding the scheme requirements and the benefits available to you. If you require any further assistance please contact the Vokèra Approved Installer co-ordinator.

Call: 01727 744031 or **email:** boilerupgrade@vokera.co.uk

⁽¹⁾Excel range, SE boilers, CondexaPRO and Aquanova water heater are not eligible for 5 year warranties.

⁽²⁾Trading documents and insurances required.

Scheme requirements

You/your business must have a current Gas Safe Registration Certificate and are qualified to work with gas boilers.

Must be a member of Affinity support and reward programme and purchase a minimum of 25 Vokèra boilers a year.

All engineers within the company who will be working on Vokèra appliances must have attended Vokèra's High Efficiency and Fault Finding product training courses within the past 12 months.

All Approved Installers must be a Benchmark Member or work to the Benchmark Code of Practice.

To be eligible to be recommended for any installation leads from Vokèra you must:

Provide Health and Safety policy (if applicable).

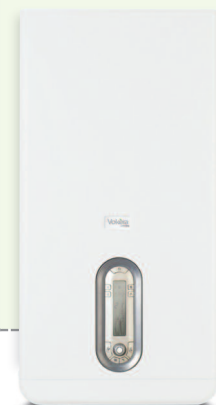
Provide Public Liability Insurance certificate, minimum £2,000,000.

Agree to work to the Vokèra Code of Practice

Trading history for at least 1 year

Company Registration number if applicable

2 trade references



Vokèra Approved Installer Programme

Scheme benefits

Access to extended 5 year warranties on A rated domestic Vokèra boilers⁽¹⁾

Special 'Approved Installer' van livery to distinguish you from your competitors

Your company information will be given to all relevant homeowner boiler upgrade enquiries that we receive.

Access to marketing support to help promote your business.

Free technical product training.

As an Affinity member you will also receive a range of additional benefits, including FREE Gas Safe notifications, see next page for more information.

⁽¹⁾ Excel range, SE boilers, CondexaPRO and Aquanova water heater are not eligible for 5 year warranties.

Marketing support

Redeem your Affinity points for marketing support, including bespoke dual branded literature.



Your company logo here!

Access to extended warranties

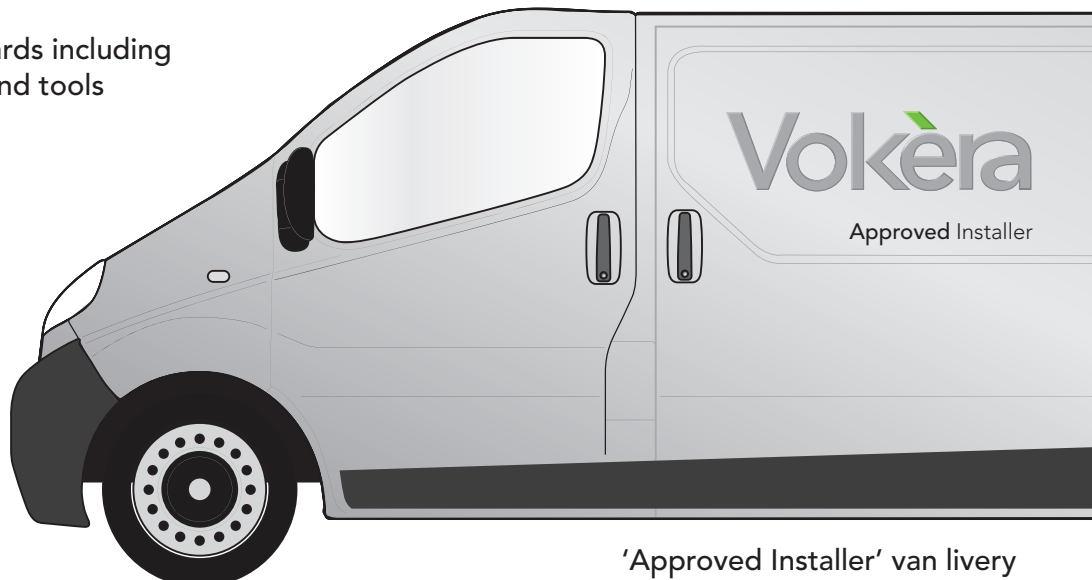
Receive a free 5 year warranty⁽¹⁾ on Vokèra domestic boilers, enabling you to offer your customers additional benefits and giving your business an advantage.



To register all your Vokèra installations use the product registration form available on the Affinity website or via the Vokèra App, we will ensure all your qualifying installations receive the extended 5 year warranty. We will send your customer their Building Regulations Compliance Certificate and confirmation of their warranty.

Don't forget...As an Affinity member you will also receive FREE Gas Safe notifications!

Affinity rewards including work wear and tools



'Approved Installer' van livery

It's all about YOU at Vokèra Affinity

Vokèra Affinity is packed with features and rewards we know you'll love, tailored just for you. There's free Gas Safe notification, extended warranty activation and automated Affinity points allocation. **There's no paperwork, just one online form and no trouble at all.**

You'll get our latest offers, training and event updates and details of spares and stockists, all designed with you in mind. You will receive Affinity points for your Vokèra purchases⁽³⁾ that you can use on a variety of rewards, including high street vouchers or tools and work wear to benefit your business. There is even a concierge service so if we don't have the reward you want just let us know and we will find it for you!

The new Vokera App, provides the gateway to Vokèra Affinity and puts all that famous Vokèra support at your fingertips! You can even register your installations via the App!

Vokèra App will be available soon!

REGISTER TO AFFINITY



Scan the QR code

or visit the Affinity website

www.vokeraaffinity.co.uk

DOWNLOAD THE APP



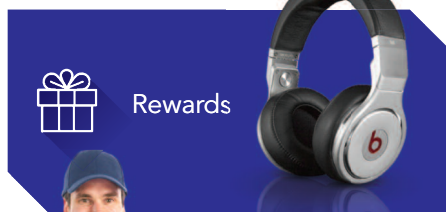
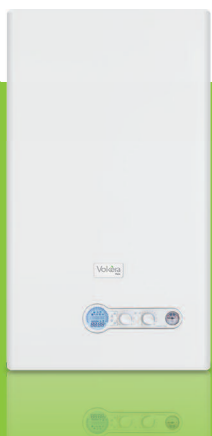
Scan the QR code

or search for 'Vokera App' on



⁽³⁾ Compact A, Excel, Vibe (ROI only) and SE boilers are not eligible for Affinity points. Affinity points reward levels on qualifying Vokèra products varies on the product purchased.

It's all about YOU...



Vokèra Approved Installer Programme

Registration form - COMPULSORY

You must complete this form. By completing this form you are agreeing to adhere to the complete set of terms and conditions for all aspects of the Vokèra Approved Installer and Vokèra Affinity programmes.

**THE DETAILS YOU SUPPLY MUST BE THE SAME AS THOSE REGISTERED WITH GAS SAFE REGISTER.
ALL FIELDS ARE MANDATORY.**

Your Name:		
Company Name:		
Job Title:		
Gas Safe Reg Number:	Gas Safe Licence Card Number:	
Are you a: Contractor <input type="checkbox"/>	Single Installer <input type="checkbox"/>	PAS 2030 certified? Tick if yes <input type="checkbox"/>
Address:		
	Postcode:	
Landline / Office Tel:	Mobile Tel:	
Email:		
On average, how many boilers do you install a month (Vokèra and other brands):		
On average, how many boilers do you install a month (Vokèra and other brands):		
Of these, how many are Vokèra?		
What other boiler brands do you install?		
Merchant branches boilers purchased from:		
Your Twitter name:	Are you on Facebook? Please tick <input type="checkbox"/>	
Signature:	Date	

To be an Approved Installer, you are required to be a member of Vokèra Affinity. If you are not currently a member of Affinity then the details you have supplied above will be used to register you to the programme.

Vokèra Approved Installer Programme

Scheme requirement checklist

Use the checklist below to ensure that you have attached all the required information.

SCHEME CRITERIA	REQUIREMENT	CHECKLIST
Current Gas Safe Registration Certificate or copy of Gas Safe Card. (Expiry date must be visible)	Copy required. Please indicate if you have attached it	
Affinity member	State membership number. If you are not an affinity member please make sure that you have supplied all information on the approved installer registration form. Incomplete forms will be returned.	
Have you / your team <i>all</i> attended Vokèra high efficiency product training within the past 12 months	Please state yes/no If no we can book you onto a high efficiency course	
Have you / your team <i>all</i> attended Vokèra fault finding product training within the past 12 months	Please state yes/no If no we can book you onto a fault finding course	
Are you a Benchmark member / work to the Benchmark Code of Practice	Please state if you are a member or if you work to the Benchmark Code of Practice	
Health and Safety policy	If 5+ people are employed please attach a copy of the policy	
Do you agree to work to the Vokèra Code of Practice	See attached code of practice and state here if it has been signed and attached	
Provide Public Liability Insurance Certificate, minimum £2,000,000	Copy required. Please indicate if you have attached it	
You must have been trading for at least 1 year	Please state the date you started trading	
Company Reg Number if applicable	Please state Co. Reg No.	
Trade Reference 1 Provide name, address and contact number	Trade Reference 2 Provide name, address and contact number	
Please specify opposite the Postcode areas you cover: e.g. AB, CV, EN etc.		

Data protection As you are registering to become an Approved Installer you are consenting to your details being shared with homeowners. As part of your Approved Installer status, you are required to be an Affinity member. As an Affinity member we will need to be able to contact you via post, email, SMS and telephone.

From time-to-time Vokèra may share your data with carefully selected third party organisations to promote relevant offers or promotions. Please tick here if you do NOT wish to receive these communications.

Vokèra Approved Installer Programme

Vokèra Code of Practise

YOU MUST SIGN TO AGREE TO THE VOKERA CODE OF PRACTICE TO QUALIFY FOR THE VOKERA APPROVED INSTALLER PROGRAMME.

A manufacturer's recommendation gives the end user a sense of trust that the individual or business has met a high standard and that the service they will receive will be of the highest quality. Vokèra take the responsibility of ensuring whoever we recommend meets the highest possible standards. As an 'Approved Installer' you will not only be representing your business but also Vokèra. To ensure we maintain the highest standards, we ask that you read, understand and agree to the Vokèra Code of Practice and sign at the bottom of the page. You must also ensure that you include the documents required when returning your application to us.

As an 'Approved Installer' I and any individuals that work with/for me will adhere to the following:

I will put the interests of Vokèra and the end user first, acting in an honest and trustworthy manner.

I accept responsibility for anyone associated with my business conducting Vokèra installations to have all the necessary qualifications, is competent and follows the Vokèra Code of Practice.

If Vokèra receive any complaints regarding an installation carried out by me or anyone associated with our business, we understand that you reserve the right to investigate and remove us from the scheme and take any further action as necessary.

I will adhere to the installation instructions and complete the benchmark logbook for every installation.

I understand all leads are monitored and you conduct regular reporting on conversion rates. Any leads that come via Vokèra will be recommended a Vokèra product.

I understand that this programme is not only bound by the terms of our agreement, but also upon trust, and that 'Approved Installers' must act in the best interests of Vokèra. Should you feel there is any abuse of the trust, we understand that Vokèra reserve the right to remove our 'Approved Installer' status and all the benefits that go with it. **I accept and will follow the Vokèra Code of Practice.**

Return your complete registration form, all required documents and the signed Code of Practice to:

Vokèra Approved Installer Programme, Borderlake House, Unit 7 Riverside Industrial Estate, London Colney, Hertfordshire, AL2 1HG

Vokèra Approved Installer Programme

Terms and conditions - Vokèra Approved Installer Programme

Retain for your records, subject to change (see section 7 & 16).

1. The Vokèra Approved Installer Scheme is being operated by Vokèra Ltd, Borderlake House, Unit 7 Riverside Industrial Estate, London Colney, Herts, AL2 1HG.
2. Vokèra Approved Installer Scheme is only open to bona fide Gas Safe Register registered installers resident in the United Kingdom.
3. Applicant / company must be registered to Vokèra Affinity to gain Approved Installer status. Affinity scheme is covered by its own set of terms and conditions which must also be adhered to.
4. Any persons / party that receives contract or financial support directly from Vokèra or via the supplying merchant are not eligible to become an Approved Installer.
5. Applicant / all company team members must have attended both Vokèra High Efficiency and Fault Finding Technical Training courses within the past 12 months to become Approved Installers. Free training is offered to all Approved Installers.
6. Applicant / all company team members must attend the one day Product Refresh Technical Training Course every 12 months for the duration of their Approved Installer membership. If an Approved Installer does not adhere to the training requirements then their Approved Installer status shall be suspended.
7. Applicant / company must be a Benchmark member or work to the Benchmark Code of Practise.
8. Vokèra reserve the right to alter, amend or withdraw the scheme and/or its benefits without prior notice or compensation due to circumstances beyond its control. Vokèra's decision shall be final and binding.
9. Approved Installer status is dependant on member purchasing minimum quantities of 25 Vokèra boilers during a 12 month period. Failure to attain the minimum quantity of 25 for members will result in removal from the Approved Installer Programme.
10. Approved Installer members receive access to extended warranties. These warranties are covered by their own full set of terms and conditions which need to be adhered to in order for the warranty to be valid. It is the Approved Installers responsibility to ensure that the warranty is validated.
11. Extended warranties only applies to selected SEDBUK band 'A' Vokèra boilers. The Vokèra Excel range, SEDBUK 'B' and 'D' boilers, AquaNova and CondexaPRO are not eligible for the 5 year warranty.
12. To qualify for the full five years of the warranty the boiler must be registered within 30 days of installation and be serviced annually by a Gas Safe Registered Engineer. Should either of these conditions not be met the period of warranty will extend to only 12 months from installation and not five years.
13. Vokèra reserve the right to remove 'Approved Installer' status from any persons / party entirely at their sole discretion.
14. Vokèra reserve the right to reject any application for extended warranty entirely at their sole discretion.
15. By becoming a member of the Approved Installer Programme, members agree that their details will be held on an electronic database.
16. By accepting membership to the programme all participants agree to the terms and conditions of the programme as outlined.
17. Latest terms and conditions for Approved Installer Programme, Affinity scheme and extended warranties are available upon request. Email boilerupgrade@vokera.co.uk