



## How to guide and FAQ's

The mobile friendly guide to  
Vokèra Affinity for members



SCROLL DOWN

# Navigation

Get straight to the key information by clicking the relevant section links below...

## FAQ'S

[Account Details](#)

[Communications](#)

[Gas Safe \(UK\)](#)

[Product Registration](#)

[Literature](#)

[Affinity Points](#)

[Warranty](#)

[Rewards](#)

## HOW TO GUIDES

[Register an installation](#)

[Gas Safe \(UK\) & warranty certificates](#)

[Additional Gas Safe engineers](#)

# FAQ's – Account Details

## 1.1 I'VE LOST MY LOGIN DETAILS...

Login using the email address that you registered when you set up Affinity. If you have lost or forgotten your password, simply click the forgotten password link to reset it.

You can only update your login details on the desktop web site rather than the App.

## 1.2 I'M HAVING PROBLEMS LOGGING IN...

Login using the email address that you registered when you set up Affinity. If you have lost or forgotten your password, simply click the forgotten password link to reset it.

You can only update your login details on the desktop web site rather than the App.

## FAQ's – Account Details

### 1.3 MY DETAILS HAVE CHANGED – WHERE DO I UPDATE THEM?

You can update your email address and any telephone numbers within Affinity by logging in to your account and going to 'Account Settings'.

You can now also update your postal address within the 'Account Settings' page, but you will need to make sure you have advised the Gas Safe register first as we use those details to validate each installation to award any points to your account.

### 1.4 HOW DO I CLOSE MY AFFINITY ACCOUNT?

We'd be sorry to see you go, but we do understand that circumstances do change so if you need to close your Affinity account, please refer to the Affinity terms and conditions which provide you with the information you need.

## FAQ's - Communications

### 2.1 SHOULD I BE RECEIVING AN AFFINITY MONTHLY STATEMENT, QUARTERLY BULLETIN AND OTHER VOKÈRA COMMUNICATIONS?

From the 25th May 2018 the new General Data Protection regulations (GDPR) came in to force so we have been advising members to update their communication preferences to ensure that they don't miss out.

You can choose to receive a monthly statement, member bulletins and details of any member promotions by simply logging in to your account, going to your 'Account Settings' page and updating your communications preferences.

The email monthly statement will normally be sent out around the middle of each month and is sent to the registered email address.

If you don't think you have received your statement, make sure you have opted in, and also check that your registered email details are correct within Affinity. Please also check your spam/junk email folders. **Continued...**

# FAQ's - Communications

## 2.1 CONTINUED...

Your statement will update you with a summary of any points you've earned, any rewards redeemed and any points which have expired or are due to expire. You can also access your points history by logging in to your account and going to 'Account Settings' then 'Points History'.

## FAQ's - Gas Safe

### 3.1 MY GAS SAFE NUMBER ISN'T RECOGNISED SO I'M UNABLE TO REGISTER MY INSTALLATION?

You will have two Gas Safe numbers – one for your business, which is the number used to create your Affinity account, and a separate engineer licence card number which is specific to you or each of your engineers as individuals and these expire annually.

Within Affinity, both Gas Safe numbers are required to validate every installation so please make sure that you are entering the latest details. Please note the following:

- If you enter an expired licence card number, you will not be able to register the installation and you will need to contact Gas Safe who will be able to confirm your details with you.
- If you have recently lost a licence card and received a replacement, you need to ensure that the most recent replacement licence card number is used.

## FAQ's - Gas Safe

### 3.2 CAN I GET A COPY OF A GAS SAFE CERTIFICATE?

Yes – If you've registered the installation in Affinity.

Simply login to your account, go to 'Account Settings' and then select 'Installation History'. Your registered installations will be listed, and there's an option to download the Gas Safe certificate.

## FAQ's - Product Registration

### 4.1 HOW LONG AFTER INSTALLATION DO I HAVE TO REGISTER THE INSTALLATION WITHIN AFFINITY?

Please make sure you register all installations within 30 days of the installation date – any installations registered outside of this will still be Gas Safe notified and the warranty registered, but you will not earn Affinity points or qualify for any non-points rewards such as fuel cards and other vouchers.

# FAQ's - Product Registration

## 4.2 HAVING PROBLEMS REGISTERING A PRODUCT?

Once you've logged in to your affinity account here's a checklist of what you need to register a product installation:

1. Gas Safe business number & your licence card number
2. Your customer details including the Installation address
3. Product details
4. Product serial number
5. Affinity claim code

4. & 5. Are on the back of the "FOR THE INSTALLER" leaflet contained within the boiler packaging

Please make sure that the product model, serial number and Affinity codes are all entered correctly otherwise the registration will not be completed.

## FAQ's - Product Registration

### 4.3 WILL VOKÈRA REGISTER AN INSTALLATION OVER THE PHONE FOR ME?

Unfortunately, not. The volume of product registrations being made every day within Affinity means that we are unable to register installations over the phone or by email.

Affinity has been designed to make things easy for the installer, with one simple product registration using either the app or the website, giving you three things automatically:

1. Gas Safe notification for FREE
2. Warranty registration - documents are created and sent to the landlord/homeowner
3. Automatic reward - any award earned by you (Affinity points or non-points rewards) is automatically allocated to your account where applicable

**Continued...**

# FAQ's - Product Registration

## 4.3 CONTINUED...

From time to time you may experience delays when registering a product using the app that are beyond our control (E.g. mobile network running slowly, our interface with Gas Safe and/or device issues). If this happens repeatedly, please just go to the Affinity website, either on your mobile device or on a desktop PC and complete your registration there.

## 4.4 WHERE DO I FIND MY AFFINITY CLAIM CODE?

Look for the installer leaflet contained within every boiler carton. This leaflet provides details on Affinity and also contains the boiler serial number and Affinity claim codes you'll need to register the installation (see back page).

If you can't find the leaflet just give us a call with the serial number and we'll be able to give you an Affinity code to register the installation.

# FAQ's - Product Registration

## 4.5 SERIAL NUMBER NOT RECOGNISED?

The serial number can be found on the back page of the Installer leaflet which will be in the boiler carton (the serial number is not the Affinity claim code). Please make sure that you have entered the serial number details correctly as these are unique to the boiler.

## FAQ's - Product Registration

### 4.6 I'VE MADE AN ERROR WHEN ENTERING THE INSTALLATIONS DETAILS – WHAT CAN I DO?

Once you submit a product registration three things happen automatically

1. Gas Safe notification for FREE
2. Warranty registration - documents are created and sent to the landlord/homeowner
3. Automatic reward - any award earned by you (Affinity points or non-points rewards) is automatically allocated to your account where applicable

Making changes after a registration has been submitted is not straight forward, so you need to take care to ensure that all details are entered and checked correctly before you submit the form.

If you do discover that you have made an error, please call us as soon as possible on 01727 744 044

## FAQ's - Product Registration

### 4.7 I'VE REGISTERED AN INSTALLATION USING THE APP BUT I'M UNSURE IF THE REGISTRATION HAS BEEN COMPLETED?

From time to time you may experience delays that are beyond our control when registering a product using the app (E.g. mobile network running slowly, our interface with Gas Safe and/or device issues).

If this is the case please go directly to the website, either on your mobile device or on a desktop PC and check your installation history to see if the registration has completed. If it has, the installation will be listed, and the download documents will be available. If it hasn't you will need to complete your registration again.

## FAQ's - Product Registration

### 4.8 I'VE REGISTERED AN INSTALLATION BUT THE AFFINITY POINTS FOR THIS INSTALLATION AREN'T SHOWING IN MY ACCOUNT?

All product registrations go through a scheduled validation process with Gas Safe and it can take up to 3 hours for Affinity points to appear within your account.

Not all boilers earn points and it will also depend on whether a voucher promotion is running – please refer to the current points listing on the claim form within Affinity (Desktop rather than app).

## FAQ's - Product Registration

### 4.9 I'VE REGISTERED A BOILER IN AFFINITY, BUT IT ISN'T APPEARING ON MY STATEMENT – WHY?

There could be one of 2 reasons for this:

1. You may have registered your boiler after the statement period in which case it will appear on your next statement.
2. All installations must be registered within 30 days of the installation date – any installations registered outside of this will still be Gas Safe notified and the warranty registered, but you will not earn Affinity points.

You can login to your account at any time and go to 'Account Settings' and select 'Installation History' where you will see your registered installation history, if they don't appear on screen you can expand the by date range or postcode using the filter selection options shown on this page.

## FAQ's - Product Registration

### 4.10 MORE THAN ONE ENGINEER – HOW DO THEY REGISTER THE INSTALLATION AND WHO GETS THE REWARDS?

Within Affinity, the registered member receives all the benefits including any rewards.

If you have additional Gas Safe engineers installing Vokèra boilers for you, then they can also register the installations on your behalf by using the VokèraApp.

They will need a PIN code that associates the installation with your account, and you can generate this by logging in to your account and going to account settings – you will see a PIN code that you simply provide to your installers to use for all installations they make on your behalf. This code is unique to your account and can only be entered by using the app.

## FAQ's - Product Registration

### 4.11 MY GAS SAFE NUMBER ISN'T RECOGNISED SO I'M UNABLE TO REGISTER MY INSTALLATION?

You will have two Gas Safe numbers – one for your business, which is the number used to create your Affinity account, and a separate engineer licence card number which is specific to you or each of your engineers as individuals and these expire annually.

Within Affinity, both Gas Safe numbers are required to validate every installation so please make sure that you are entering the latest details. Please note the following:

- If you enter an expired licence card number, you will not be able to register the installation and you will need to contact Gas Safe who will be able to confirm your details with you.
- If you have recently lost a licence card and received a replacement, you need to ensure that the most recent replacement licence card number is used.

## FAQ's - Literature

### 5.1 I NEED A USER MANUAL FOR MY CUSTOMER – WHERE CAN I FIND THIS?

A user manual should have been provided with the literature included within each boiler carton.

However, all product literature can be downloaded either within the product section of the VokèraApp or the Affinity web site. Alternatively, please go to the boiler section on our main website where you will also find all product literature.

## FAQ's - Affinity Points

### 6.1 I HAVE REGISTERED INSTALLATIONS, BUT I DON'T SEEM TO HAVE EARNED ANY AFFINITY POINTS?

Affinity points may not be earned if a voucher promotion is running – please refer to the promotions page for details. The amount of Affinity points you earn for each installation will depend on the product you have installed, and some products do not receive points.

Please check the current list of the Affinity points by product on the claim form within Affinity.

### 6.2 WHAT ARE EXPIRED POINTS?

All Affinity points expire after a period of 12 months from the date of the registration.

You will be notified of any points due to expire in your monthly statement – giving you sufficient time to go and spend them!

## FAQ's - Warranty

### 7.1 PRODUCT WARRANTY REGISTRATION

Once a product is registered within Affinity, we automatically notify Gas Safe for you (fees paid) and we also register the warranty on behalf of the homeowner/landlord.

Gas Safe certificates are automatically sent to installation address unless another address has been specified at the time of registration and you can obtain a copy of the warranty certificate by logging into your account, going to 'Account Settings' and then 'Installation History'.

### 7.2 CAN I GET A COPY OF THE WARRANTY CERTIFICATE?

Yes – If you've registered the installation in Affinity.

Simply login to your account, go to 'Account Settings' and then select 'Installation History'. Your registered installations will be listed, and there's an option to download the warranty certificate.

## FAQ's - Rewards

### 8.1 I'VE ORDERED A REWARD AND RECEIVED AN EMAIL CONFIRMATION OF MY ORDER, BUT I HAVEN'T RECEIVED MY REWARD YET?

Normally your reward should be delivered within 28 days. If there is an issue with the item, you have ordered (it's been discontinued or is out of stock) we will do our best to contact you directly as soon as possible to either offer you an alternative or we can credit back your points in to your account.

### 8.2 I'VE REDEEMED POINTS TO RECEIVE E-CODE OR E-VOUCHER REWARDS BY EMAIL BUT HAVEN'T RECEIVED THEM?

E-codes and e-vouchers are emailed to your registered email address, but due to the processing time required they may take up to 48 hours to arrive.

Please also check that the email hasn't gone in to your Spam or junk email folder.

## FAQ's - Rewards

### 8.3 WHEN DO MY REWARD VOUCHERS EXPIRE AND WHAT DO I DO IF THEY HAVE ALREADY EXPIRED?

All reward vouchers have an expiry date that will be specific to each retailer. Please check the voucher for details of the expiry date. Vouchers normally expire after a period of 6-24 months from the date of issue so make sure you spend them. Unfortunately, we are unable to replace any expired reward vouchers.

# How to guide - Registering your installation

## HOW TO REGISTER YOUR PRODUCT INSTALLATIONS – DESKTOP

1. Open the box containing your Vokèra product and remove the leaflet shown below:



You'll need a serial number and Affinity claim code to register your installation and claim your reward points. If there is no leaflet supplied, or if you have any questions, please call Vokèra on Tel: **01727 744 044**

# How to guide - Registering your installation

2. Log in via the Affinity home page using your email address or username and password: [www.vokeraaffinity.co.uk](http://www.vokeraaffinity.co.uk)



3. Select 'PRODUCT REGISTRATION HERE'.



## NEW FEATURE:

You can now register up to 6 products at once (at a single address), saving you time.

# How to guide - Registering your installation

4. Enter the details of the appliance being installed and click 'Add'.

## APPLIANCE DETAILS

Manufacturer	<input type="text" value="Vokera"/>
Unique Affinity Code*	<input type="text" value="AAADVZVBT"/>
This code can be found on the back cover of the leaflet in the boiler box	
Product serial number*	<input type="text" value="20052392008"/>
Model*	<input type="text" value="Vision"/>
Version*	<input type="text" value="Vision 30C"/>
Boiler type*	<input type="text" value="NG boiler"/>
Location*	<input type="text" value="Kitchen"/>
Engineer will service	<input type="checkbox"/>
If you do not select the 'Engineer will service' box you will not receive an annual service reminder for this installation by email. If you wish to opt out at any point from receiving these mails, visit account settings and installation history and select not to receive any annual reminders or you can select by each installation	
Which merchant did you purchase from?	<input type="radio"/> City Plumbing (TP) <input checked="" type="radio"/> Graham <input type="radio"/> Plumbase <input type="radio"/> PTS <input type="radio"/> Wolseley (Plumb Center) <input type="radio"/> Other
<input type="button" value="Add"/>	

# How to guide - Registering your installation

5. To register multiple products click 'Add' again. Once finished click 'Next'. You also have the option to click 'Remove' if required.

## APPLIANCE DETAILS

Manufacturer

Unique Affinity Code\*

This code can be found on the back cover of the leaflet in the boiler box

Product serial number\*

Model\*

Location\*

Engineer will service

If you do not select the 'Engineer will service' box you will not receive an annual service reminder for this installation by email. If you wish to opt out at any point from receiving these mails, visit account settings and installation history and select not to receive any annual reminders or you can select by each installation

Which merchant did you purchase from?

City Plumbing (TP)

Graham

Plumbase

PTS

Wolseley (Plumb Center)

Other

## APPLIANCE 1

Unique Affinity Code AAADVZVBT  
Product serial number 20052392008  
Unique Warranty Code  
Manufacturer Vokera  
Model Vision, 30C  
Boiler type NG boiler  
Location Kitchen  
Engineer will service No

# How to guide – Registering your installation

6. Enter information relating to the job where the installation has taken place including job address, property type, whether a sub-contractor was involved, if there was an appliance removed and information about the occupier. Don't forget to tick the box at the bottom if you need us to send the Gas Safe Certificate to another address.

## Installation / Claim Form

### JOB DETAILS

Gas Safe Registration Number\* 123456  
Job Completion Date\* 02/04/2019

### JOB ADDRESS

Postcode\* AB12 3CD [Find Address](#)  
Address 1\* 1 Any Street  
Address 2  
Address 3  
Town\* Any Town  
County Any County  
Country United Kingdom  
New Build   
If the property is a new build please also enter the Local Authority code below  
LA Code E07123456 [Local Authority codes](#)  
Property Type Detached  
Sub-contract   
Check this box if the work was sub-contracted to another registered business

### REMOVED APPLIANCE

Appliance type Gas - Open Flue - Cast Iron

### OCCUPIER DETAILS

Title\* Mr  
First name\* Any Name  
Last name\* Any Name  
Telephone 07123456789  
Contact type Owner  
Send certificate to another address

Next

## How to guide – Registering your installation

7. Enter your Gas Safe Engineer Licence Card Number, press 'Next'.

### Installation / Claim Form

ENGINEER

Engineer Card Number

Next

# How to guide - Registering your installation

8. A summary of your claim is then presented where you can go back to make any changes or simply press 'Submit' to complete your claim.

## Installation / Claim Form

APPLIANCE 1	
Unique Affinity Code	AAADVZVBT
Product serial number	20052392008
Unique Warranty Code	
Manufacturer	Vokera
Model	Vision, 30C
Boiler type	NG boiler
Location	Kitchen
Engineer will service	No

JOB DETAILS	
Gas Safe Registration Number	123456
Job Completion Date	02/04/2019

JOB ADDRESS	
Address 1	1 Any Street
Address 2	
Address 3	
Town	Any Town
County	Any County
Postcode	AB12 3CD
Country	United Kingdom
New Build	No
LA Code	E07123456
Property Type	Detached
Sub-contract	No

REMOVED APPLIANCE	
Appliance type	Gas - Open Flue - Cast Iron

OCCUPIER DETAILS	
Title	Mr
First name	Any Name
Last name	Any Name
Telephone	07123456789
Contact type	Owner
Send certificate to another address	No

ENGINEER	
Engineer	Any Engineer

## How to guide - Registering your installation

What happens next:

- Any Affinity points will be processed and allocated to your account.
- The boiler/product warranty will be registered with Vokèra and Gas Safe notified.
- Where applicable building control will be notified of the installation (via Gas safe and paid by Vokèra).
- Vokèra will issue the building regulations compliance certificate to the property the boiler was installed unless an alternative address was specified.

That's it – Please let us know if you have any problems registering an installation or using either the website or app.

Tel: **01727 744 044** or

Email: **[affinitysupport@vokera.co.uk](mailto:affinitysupport@vokera.co.uk)**

# How to guide - Registering your installation

## HOW TO REGISTER YOUR PRODUCT INSTALLATIONS – MOBILE APP

1. Open the box containing your Vokèra product and remove the leaflet shown below:



You'll need a serial number and Affinity claim code to register your installation and claim your reward points. If there is no leaflet supplied, or if you have any questions, please call Vokèra on Tel: **01727 744 044**

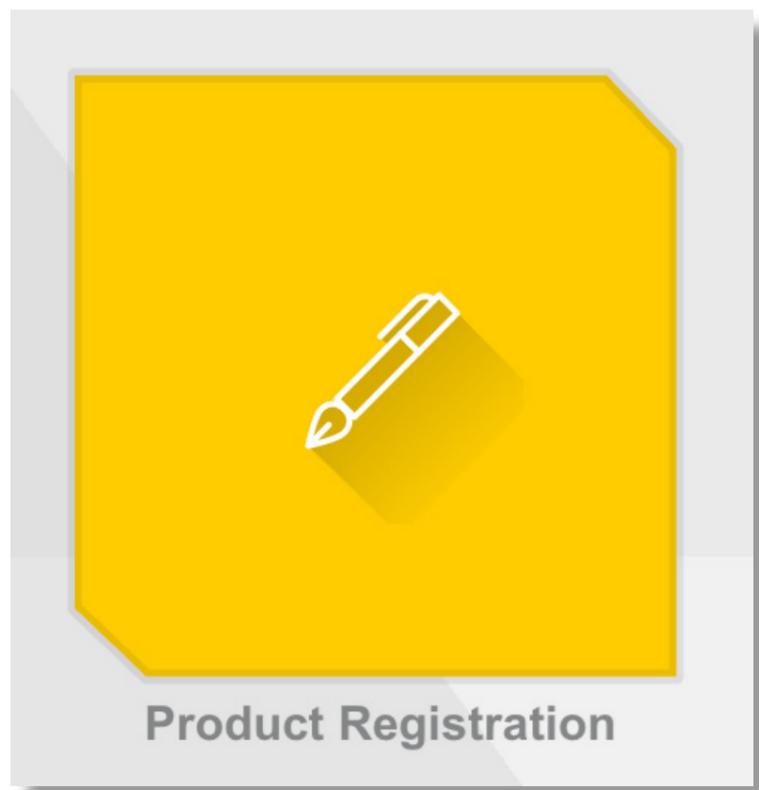
## How to guide - Registering your installation

2. Log in via the VokèraApp using your email address or username and password:

### Log in

Log in using your Affinity user name or registered email address and password, or register here

3. Select 'Product Registration'



# How to guide - Registering your installation

4. Enter the details of the appliance being installed using the scroll down and click 'Next'.

< Product Registration

1 Appliance details

Unique Affinity Code \*

This code can be found on the back cover of the leaflet in the boiler box

Product serial number \*

Vokera

Model \*

Version \*

Boiler Type \*

Location \*

Engineer will service

If you do not select the 'Engineer will service' box you will not receive an annual service reminder for this installation by email. If you wish to opt out at any point from receiving these mails, visit history and select not to receive any annual reminders.

Which merchant did you purchase from?

City Plumbing (TP)

Graham

Plumbase

PTS

Wolseley (Plumb Center)

Other

Add

# How to guide - Registering your installation

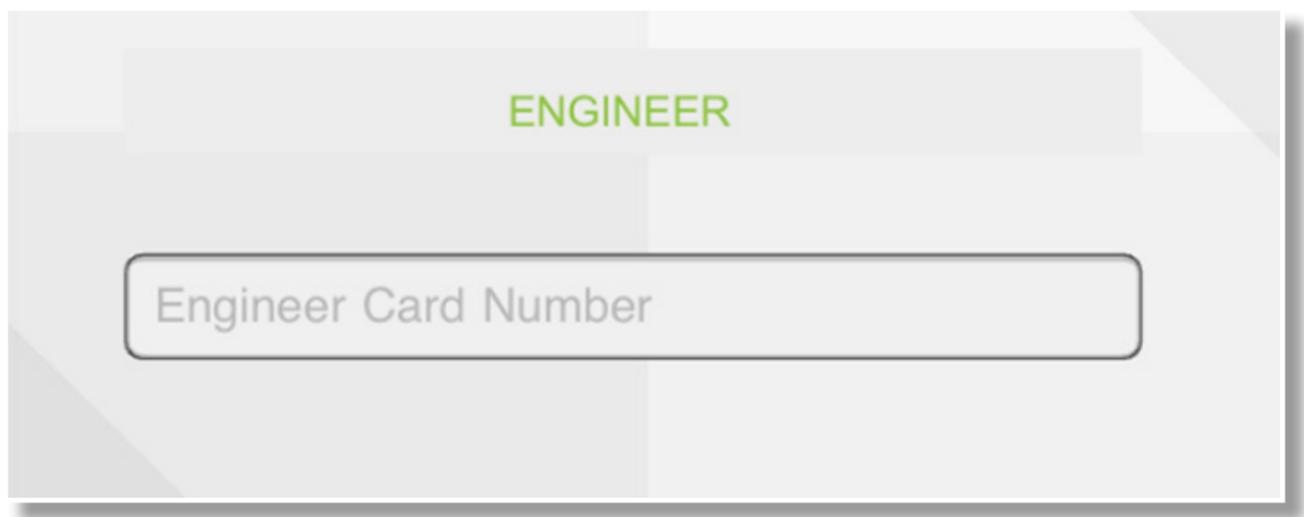
5. Enter information relating to the job where the installation has taken place including job address, property type, whether a sub-contractor was involved, if there was an appliance removed and information about the occupier. See screens below. Don't forget to tick the box at the bottom if you need us to send the Gas Safe Certificate to another address.

The image displays three overlapping screenshots of the 'Product Registration' web form, illustrating the steps for entering job details and occupier information.

- Top-left screenshot:** Shows the 'Job details' section. The 'Gas Safe Number' field contains 'null'. Below it is a 'JOB ADDRESS' section with three input fields and an 'Address 3' field. A progress indicator shows step 2 of 3, and a 'Next' button is visible.
- Middle screenshot:** Shows the 'Job details' section with 'Country United Kingdom'. It includes checkboxes for 'New Build' and 'Sub-contract'. A 'Find' button is present. Below is a 'REMOVED APPLIANCE' section with a progress indicator showing step 2 of 3 and a 'Next' button.
- Bottom-right screenshot:** Shows the 'OCCUPIER DETAILS' section. It includes dropdown menus for 'Mr', 'John', and 'Smith', followed by a phone number field '0208 9999999' and a 'Landlord' dropdown. A checkbox for 'Send certificate to another address' is at the bottom. A progress indicator shows step 4 of 4, and a 'Next' button is visible.

## How to guide - Registering your installation

6. Enter your Gas Safe License Card Number, press 'Next'. A summary of your claim is then presented on screen where you can go back to make any changes or simply press 'Submit' to complete your claim.



A screenshot of a registration form. At the top, the word "ENGINEER" is displayed in green. Below it, there is a text input field with the placeholder text "Engineer Card Number".

## How to guide - Registering your installation

What happens next: (same as desktop)

Any Affinity points will be processed and allocated to your account.

- The boiler/product warranty will be registered with Vokèra and Gas Safe notified.
- Where applicable building control will be notified of the installation (via Gas safe and paid by Vokèra).
- Vokèra will issue the building regulations compliance certificate to the property the boiler was installed unless an alternative address was specified.

That's it – Please let us know if you have any problems registering an installation or using either the website or app.

Tel: **01727 744 044** or

Email: **[affinitysupport@vokera.co.uk](mailto:affinitysupport@vokera.co.uk)**

# How to guide – View and download your Gas Safe and Warranty certificates

1. You can now view and download your own PDF copy of an existing Gas Safe Certificate and Warranty Certificate for each of your installations.

To do this simply login to your account and go to 'Account settings' and then 'Installation History'

You can also request an official Gas Safe certificate by selecting the 'Request Reprint' and we will send the certificate direct to the registered address on your behalf.

**My Account**

Welcome back

My balance 5000 Pts  
Current order 0 Pts  
Remaining 0 Pts

Account Settings  
Log out

### Installation History

Search your installation history by date, or enter a postcode to search by region if you prefer.

Receive Annual service reminders by email for all installations  
 Yes  No

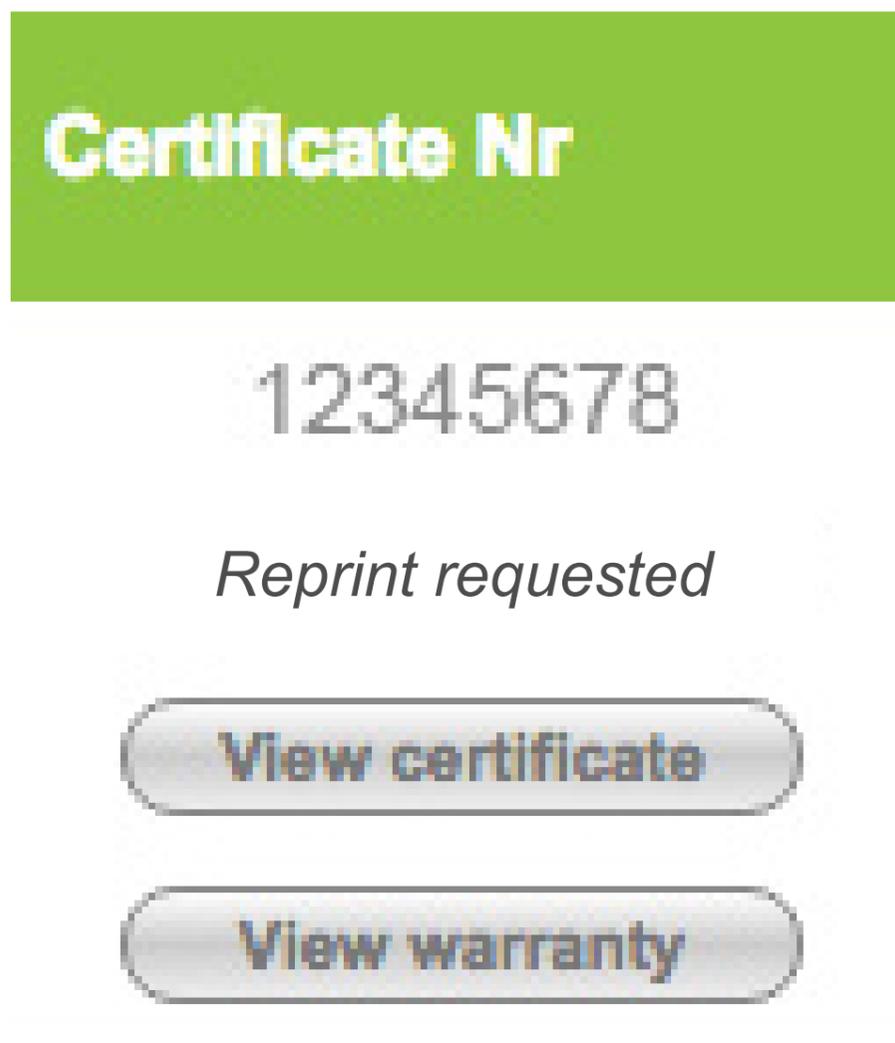
From  To  or Postcode

Registration Date	Address	Certificate Nr	Serial Nr.	Product Name	Service Reminder	
01/02/2018	Address line 1 Address line 2 Town County Postcode	12345678 <input type="button" value="Request reprint"/> <input type="button" value="View certificate"/> <input type="button" value="View warranty"/>	12345678N1234567	evolve 24C	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="button" value="View"/>
30/01/2018	Address line 1 Address line 2 Town County Postcode	87654321 <input type="button" value="Request reprint"/> <input type="button" value="View certificate"/> <input type="button" value="View warranty"/>	87654321N7654321	Vision 30C	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="button" value="View"/>

30/01/2018	Address line 1 Address line 2 Town County Postcode	87654321 <input type="button" value="Request reprint"/> <input type="button" value="View certificate"/> <input type="button" value="View warranty"/>	87654321N7654321	Vision 30C	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="button" value="View"/>
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## How to guide – View and download your Gas Safe and Warranty certificates

Confirmation of each request will be displayed.



# How to guide – Allow additional engineers to register installations to your Affinity account

## What you need to do...

- Login to your account on desktop
- Go to account settings
- You will see a PIN CODE option
- Simply provide this code to each of your engineers

### **PIN CODE**

Pin Code – for those with more than one installer per company

Login Pin code

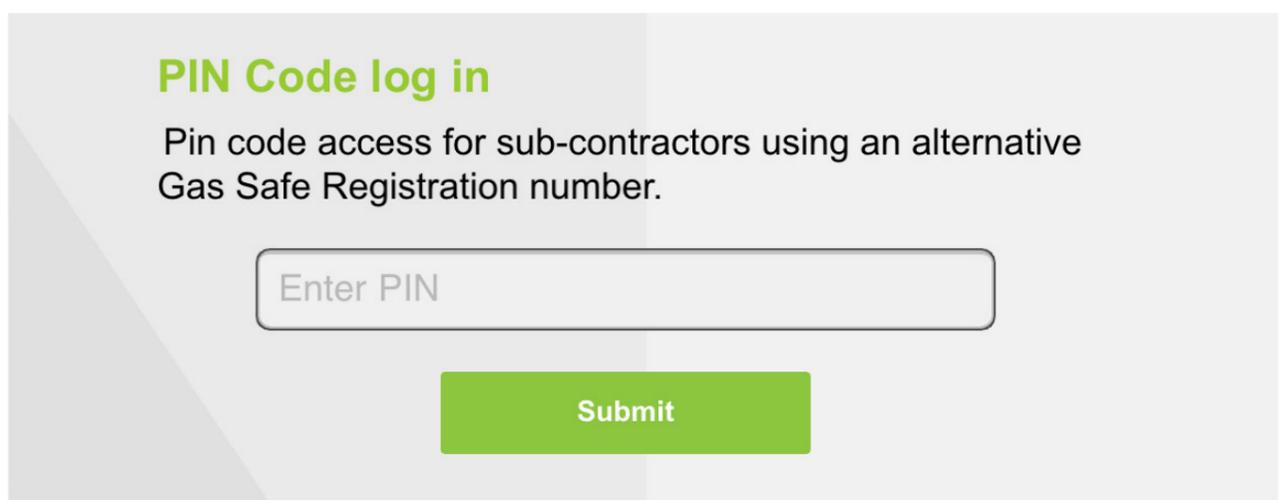
Generate Pin code

# How to guide – Allow additional engineers to register installations to your Affinity account

## What your engineers need to do...

Each time they need to register a product installation they will need to do this via the app rather than logging in to your Affinity account.

- Download and install the VokeraApp
- Enter the PIN CODE that you have provided
- Go to product registration and then register the details



**PIN Code log in**

Pin code access for sub-contractors using an alternative Gas Safe Registration number.

Submit

# Vokèra Technical Training



As an Affinity member you have access to FREE and discounted training, choose from multiple locations across the UK and Ireland, covering the appliance range, installation, operation, wiring, flueing, benchmark, fault finding and commissioning.

All attendees on Vokèra product courses receive a certificate of attendance.

Call our training team on **01727 744002** to book now!

# Vokèra Accredited Installer



Affinity membership is often the first step towards becoming a Vokèra Accredited Installer, a status that not only provides increased assurance of professionalism for your customers, but comes with exclusive benefits beyond even those of Affinity.

- Marketing support
- Accredited Installer van livery
- Complimentary branded apparel
- Priority customer support
- Enhanced Affinity points for reaching targets
- Listing on the Vokèra website

For an information pack email:  
[training@vokera.co.uk](mailto:training@vokera.co.uk)

# Vokèra Commercial Solutions



## **From concept to completion, and beyond...**

We are an industry leader in the commercial sector too. Delivering solutions via cutting-edge performance, standalone and cascade systems, all backed up by our System Design Service and superb Pre Sales and Training.

**[www.vokera.co.uk/commercial](http://www.vokera.co.uk/commercial)**