



# OUT OF HOURS

## Emergency Engineer Callout

*We are pleased to announce a new product to add to our already extremely successful Ultra Care boiler protection plans.*

When things go wrong with your heating or hot and cold water services out of hours or over a bank holidays calling out a stand-by engineer can be expensive with call out charges and hourly rates being charged at double time.

With this new product you pay an annual premium, single payment or spread over a 12 month period by direct debit.

*In the event of a problem with your heating system or your hot and cold services you can call out one of our duty engineers **24 HOURS a day 7 DAYS a week 52 WEEKS per year in the event of a problem. All calls are taken by our own call-centre.***

There will be no call out charge, no overtime rates and any works/repairs will be charged at our normal day hourly rate. (Saving £15 per hour + VAT)

For more details on this product please contact our office on 01249 713476 and speak to a member of our staff.

**Premium**      **£90.00** per annum including VAT

**Direct Debit**    **£7.87** per month (5% Admin included in monthly cost)

### **Terms & Conditions**

1. Up to 5 call outs per year excluding service visits
2. All materials/parts are chargeable where replaced
3. In the Event of unforeseen situation the service manager reserves the right to make the final decision although everything will be done to reach an amicable agreement.
4. Under warranty boilers requiring parts will be reported to the relevant manufacturer during the hours of 9am-5pm Monday – Friday
5. Any system problem that causes the loss of pressure on the boiler that it is under warranty will be chargeable
6. Minimum charge is 1 hour

**1 Number 24/7/365**

All for just **£7.87**

**Emergency Engineer Callout**

Per Month



# OUT OF HOURS

Emergency Engineer Callout

APPLICATION FORM  
OUT OF HOURS EMERGENCY COVER

Date	
Name	
Address	
	Postcode
Phone	
Type of property	
No. of bedrooms	
Type of fuel	
Make of boiler	
Date boiler service due	

## Instruction to your Bank or Building Society to pay by Direct Debit

Please fill in the whole form using a ball point pen and send it to:

Ultra-Warm Limited 42 High Street Corsham Wiltshire SN13 0HF
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Name(s) of account holder(s)


Bank/building society account number

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Branch sort code

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Name and full postal address of your bank or building society

To: The Manager	Bank/building society
Address	
Postcode	

Service user number

8	3	9	6	6	9
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Reference (Customer A/c. No.)

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Instruction to your bank or building society

Please pay Ultra-Warm Ltd Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Ultra-Warm Ltd and, if so, details will be passed electronically to my bank/building society.

Preferred Monthly Payment Date: 15<sup>th</sup> / 30<sup>th</sup> of each month  
(please circle)

Please return to Ultra-Warm Ltd in the pre-paid envelope provided.

Reference (Customer A/c. No.)

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Please pay Ultra-Warm Ltd Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Ultra-Warm Ltd and, if so, details will be passed electronically to my bank/building society.

Preferred Monthly Payment Date: 15<sup>th</sup> / 30<sup>th</sup> of each month  
(please circle)

Please return to Ultra-Warm Ltd in the pre-paid envelope provided.

Signature(s)

Date

Banks and building societies may not accept Direct Debit Instructions for some types of account

DDI2



## The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit (Ultra-Warm Ltd) will notify you (20) working days in advance of your account being debited or as otherwise agreed. If you request (Ultra-Warm Ltd) to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by (Ultra-Warm Ltd) or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society  
– If you receive a refund you are not entitled to, you must pay it back when (Ultra-Warm Ltd) asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.