

GRANT HEAT PUMP EXTENDED WARRANTY



Five years 'Peace of mind' cover for your Grant Aerona Heat Pump



**EFFICIENT HEATING SOLUTIONS**

THREE YEAR EXTENSION TO  
GRANT PRODUCT GUARANTEE

EQUAL TO £67 PER YEAR

OPTIONAL ANNUAL EXTENSION  
TO COVER AFTER THE  
FIVE-YEAR PERIOD

## DEAR CUSTOMER

You are now the proud owner of a Grant Aerona Air Source Heat Pump from Grant Engineering (UK) Limited, that has been designed to give years of reliable, trouble free operation.

Grant Engineering (UK) Ltd. guarantees the manufacture of the heat pump, including all electrical and mechanical components for a period of two years from the date of purchase, provided that the online registration has been completed, (visit: [www.grantuk.com/heatpumpregistration.aspx](http://www.grantuk.com/heatpumpregistration.aspx)) and the heat pump is Installed in full accordance with the installation instructions provided and it is serviced after 12 months operation.

## EXTEND YOUR PROTECTION

Whilst we are sure of the reliability of your new heat pump, the unexpected can sometimes happen. To safeguard you we offer the option of insuring all the components of your Grant Aerona Air Source Heat Pump for a further three years, following on from our two year warranty.

This will provide you with up to five years protection against breakdown costs – five years peace of mind.

## WHAT DOES IT COST?

As the owner of a new Grant Renewable Product you have the opportunity to purchase this insurance for a competitive single premium.

The single premium covers the three year period of insurance which, together with the manufacturer's two year warranty, gives you protection against breakdown costs for a total of five years.

Type of Renewable Product	Period of Insurance	Single Premium Payable
Grant Aerona Air Source Heat Pump	3 years	£200.00

All payments are inclusive of Insurance Premium Tax. At the end of the period of insurance you will have the opportunity to continue your cover on an annual basis.

Please note that this special offer is available only if the application form attached, together with your premium, is submitted to Bluefin Insurance Services Ltd. within three months of the date of installation.



## WHAT TO DO NOW

Remember that the offer only applies for three months from the date your heat pump was installed. If you wish to take advantage of this offer, here is what to do:

1. **Note the type of heat pump you have and complete the application form attached to this leaflet (Please tick one box).**
2. **Attach your cheque for the premium made payable to: 'Bluefin Insurance Services Limited' and crossed 'account payee only'.**
3. **Return the application form and cheque to: Grant UK Extended Warranty Dept., c/o Bluefin Insurance Services Ltd., Summit House, Glebe Way, West Wickham, Kent, BR4 0RJ.**

On receipt of your remittance and a satisfactorily completed application form, Bluefin Insurance Services Ltd. will send you a Certificate of Insurance, Claims Certificate and full details of the cover provided.

If you would like a copy of the Terms and Conditions before proceeding, please contact Bluefin Insurance Services Ltd. at the address shown above or phone them on:

**0208 7777778**



## **A FIRST CLASS INSURER**

This specially negotiated insurance is arranged with CGU Insurance, one of the UK's largest composite insurance companies. Established in 1861, they have branches throughout the UK and operate in over 80 countries around the world. Their assets total over £15 billion.

## **EXPERT ADMINISTRATORS**

Bluefin Insurance Services Ltd., who are independent insurance brokers, have been appointed by Grant Engineering (UK) Ltd., to manage the scheme on their behalf and to handle all administration, including claims.

Bluefin Insurance Services Ltd. have been established for over 30 years and are regarded as market leaders in the administration of specialist insurance schemes.

# Bluefin



## **HOW ARE YOU PROTECTED?**

Grant have arranged with a leading Insurer, CGU Insurance, to make available to our customers a policy to cover their new heat pump against the cost of repair or replacement of a faulty component for a three year period following our two year warranty.

The insurance covers both parts and labour, but does not cover:

- i) The first £15 of each claim**
- ii) Decorative parts, trim or casing**
- iii) Any labour not directly connected with the repair or replacement of a faulty component**
- iv) Any consequential loss**

It is a condition of the policy that your new heat pump is regularly maintained as recommended by us and has been commissioned by a qualified engineer.

Regular servicing and any breakdown work must be carried out by a service organisation approved by Grant UK or CGU Insurance.

The full Terms and Conditions will be sent to you with your Certificate of Insurance, but a copy is available on request from Bluefin Insurance Services Ltd., who administer the scheme (see under 'What To Do Now')

## **IF YOU SHOULD HAVE A CLAIM**

The procedure is very simple. All you need do is send in the invoice for any breakdown costs incurred, along with the Claims Certificate which you will have received with your Certificate of Insurance.

Bluefin Insurance Services Ltd. will issue a cheque direct to you in settlement of your claim and return your Claims Certificate.

TO BE COMPLETED BY THE HOUSEHOLDER

**THREE YEAR EXTENDED WARRANTY**

Title  Initials  Surname

Address

Town  County

Post Code  Tel: Home

Tel: Work  Mobile

Heat Pump Model  Serial No.

System Type: Monovalent  Bivalent  Other heat source(s)?

Heating System:

Radiators only  Underfloor only  Radiator & Underfloor

Hot water cylinders  Swimming pool heater  Thermal Store

Installer  Date Installed

Address

Town  Post Code

Is the Installer MCS Approved? Yes  No

Commissioning Engineer  Date Commissioned

Address

Town  Post Code

I hereby apply for the special insurance offer from Grant Engineering (UK) Ltd, for a period of three years as indicated below, following the manufacturer's warranty.

I enclose my cheque for a once only payment of £200.00.

Signed

Date

Please make your cheque payable to:  
**Bluefin Insurance Services Ltd.**  
 and send it with this form to:  
**Grant UK Extended Warranty Dept.**  
**Bluefin Insurance Services Ltd.**  
**Summit House**  
**Glebe Way**  
**West Wickham**  
**Kent BR40RJ**