RESPONSE

An introduction to

Gledhill Response and your PulsaCoil Unit

Dear Homeowner,

I hope this booklet is useful to you whether you are an existing customer, you are thinking about purchasing a Gledhill Breakdown Agreement, or you are simply a PulsaCoil owner.

You will find it contains an outline of the services Gledhill Response offers, a summary of how your appliance works, an explanation on why this type of unit has been installed in your property, and answers to some of the most common questions we receive from residents.

Our team is always pleased to answer any additional questions, concerns or queries you may have and your feedback is always appreciated.

I would welcome your contact at any time.

John Reynolds
Divisional Director

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How the PulsaCoil works

The PulsaCoil contains a large insulated copper cylinder holding water. This water is heated using two immersion heaters.

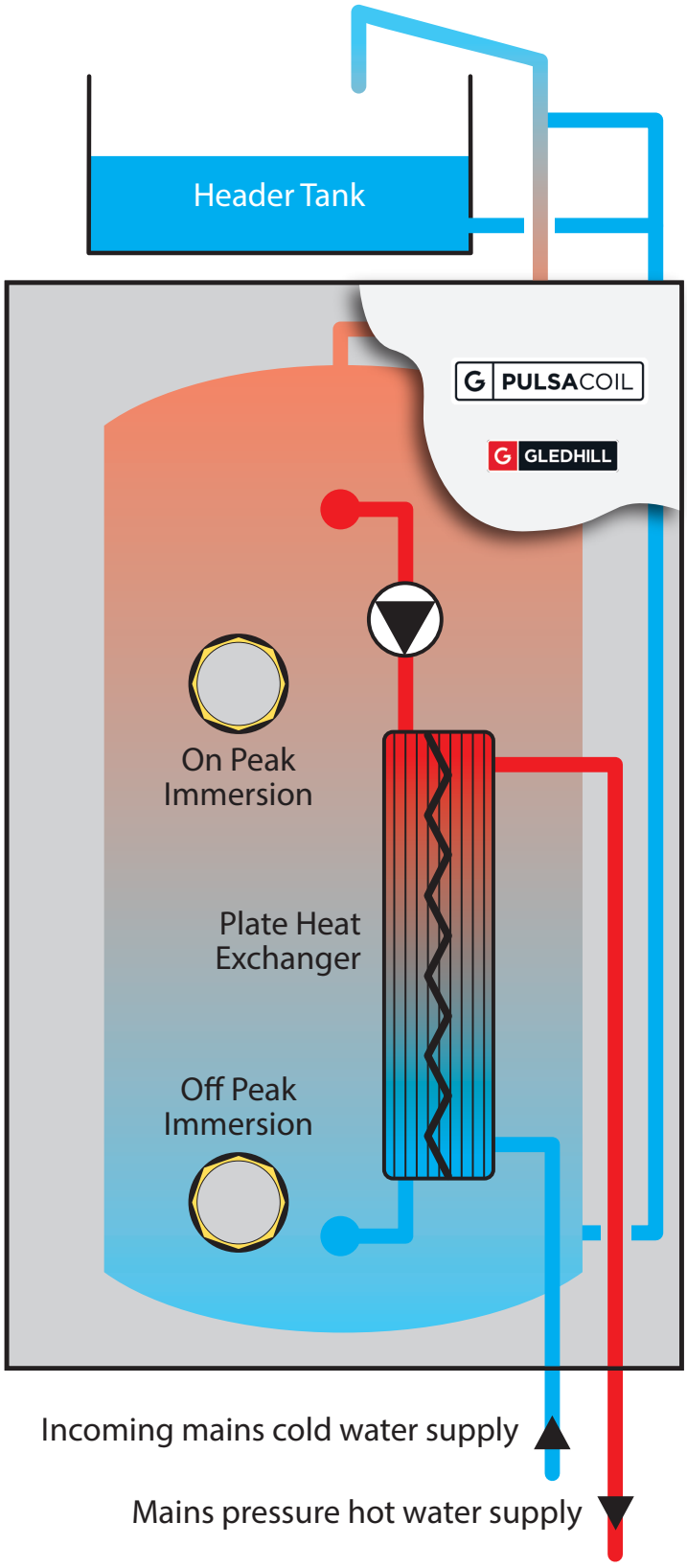
The bottom immersion heats the water contained in the cylinder using the off peak (cheap rate) electric supply and the top immersion operates using the on peak electric supply. The top immersion will therefore only heat the cylinder water when the daytime 'boost' facility is activated by the homeowner.

The hot water contained in your PulsaCoil never leaves the cylinder. The sole purpose of that water is to be pumped through a component called a plate heat exchanger (PHE).

The PHE contains a number of very thin metal plates, which are heated by the hot water from the cylinder as it passes through the component. In turn, these hot metal plates then heat the mains cold water when you turn the hot tap on, drawing the cold mains water through the PHE to eventually emerge through your tap as hot water.

The header tank serves two purposes:

- When water contained in the cylinder is heated it will expand and the header tank allows space for this water to expand into.
- As the water cools in the cylinder and contracts, the water from the header tank then feeds back into the cylinder below.


Header Tank
PULSACOIL
GLEDHILL
On Peak
Immersion
Plate Heat
Exchanger
Off Peak
Immersion
Incoming mains cold water supply
Mains pressure hot water supply

Why was the PulsaCoil chosen for your home?

Best for safety

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

- The appliance controls the hot water temperature - ensuring water is delivered to your outlets at the maximum temperature of 55°C.

  While this is hot, it is worth noting that a conventional storage system is forced to deliver water at minimum temperatures of 60°C-65°C - significantly higher than the PulsaCoil system.

- A manual fill header tank was installed in preference to an automatic top up because in the event of a major leak from the unit, the unit would not fill from the mains and therefore greatly reduce any potential for subsequent damage.

- While water held in the feed and expansion tank can potentially heat and eventually begin to release steam vapour, the design of the PulsaCoil means that there is never any possibility of pressure building to dangerous levels inside the appliance - unlike other system types. This means that the system installed in your property is one of the safest types on the market.

Minimal scheduled maintenance requirement

- Although an annual check can prevent issues, the appliance installed is an open vented system, which has no legal requirement for an annual safety check. By contrast, gas boilers and unvented units both require expensive annual safety checks by a qualified engineer, to comply with regulations and manufacturing warranty conditions.

Low running costs

- The ability of the unit to charge overnight means that the homeowner is able to take advantage of the reduced cost electricity which is available during the off peak night period - saving money and reducing running costs.

- No scale can build up within the cylinder itself as it is not constantly being replenished with fresh water. Scale build up is limited to one component, the plate heat exchanger, which can easily be replaced.

Who are Gledhill Response?

As the manufacturer of your PulsaCoil appliance, Gledhill was concerned that large insurance companies did not possess the expertise or the understanding to provide a value for money maintenance and repair service for your PulsaCoil boiler appliance.

Working in partnership with your developer, we developed a maintenance and breakdown package specifically to meet the needs of PulsaCoil users across the UK.

Customer demand for Gledhill's expert services was such that Gledhill Response was established as a separate organisation, working alongside the manufacturer to ensure complete focus on the needs of our Breakdown Agreement customers.

With a national network of directly employed engineers and selected subcontractors, we are proud to offer a full range of maintenance services to many thousands of customers in retirement developments across the UK.

About our services

Breakdown cover for your PulsaCoil

We offer two extended warranty packages to enable you to budget for your PulsaCoil maintenance and ensure help is there when you need it **from only £8.21 per month**. We also offer an optional Complete Care package which covers the plumbing and electrics in your apartment too.

The table below highlights the key differences between our Standard and Platinum Breakdown Agreement packages, and our Complete Care package.

Cover Provided	Breakdown Agreement		Complete Care Package (Including plumbing and electrics)
	Standard	Platinum	
PulsaCoil breakdown	✔	✔	✔
Average contribution if replacement appliance required	20%	50%	As per Breakdown Agreement selected
No limit on either labour or parts costs relating to the boiler	✔	✔	✔
System pipework	✘	✘	✔
Plumbing system	✘	✘	✔
Electrics	✘	✘	✔
Panel heaters	✘	✘	✔
Shower	✘	✘	✔
No excess to pay	✔	✔	✔
Unlimited service calls	✔	✔	✔
Annual boiler service and system healthcheck	✘	✔	✔
Cost of package*	**From £8.21 per month**	**From £12.83 per month**	**From £9.17 per month (In addition to your Breakdown Agreement cost)**

* Property postcodes within the M25 are subject to an additional surcharge - please ask for more details

Full terms & conditions are available on request and to download from our website at www.gledhill-response.net

Complete Care apartment cover

Our Complete Care package is designed to cover your electrics and plumbing... not just your PulsaCoil.

Where the Standard and Platinum Breakdown Agreements provide protection just for your PulsaCoil, our Complete Care package provides cover for all of the fixed electrics and plumbing within your property – from a leaking tap to a failed panel heater.

Homeowners purchasing our Complete Care cover package benefit from only one point of contact for any repairs within their property – removing stress and worry when something goes wrong and preventing unplanned repair bills throughout the year.

You can add Complete Care to a Standard or Platinum Breakdown Agreement*.

*Full terms & conditions are available on request and to download from our website at www.gledhill-response.net

Temperature control device for water outlets

Should you wish to lower your hot water temperature at the taps in your bathroom or kitchen, we are now able to help by installing a thermostatic temperature control device at a subsidised rate.

Hard water and scale

Hard water presents potential problems for any heating and hot water system and the build up of scale can result in increased breakdowns, costly repairs and an increasingly poor user experience. We can recommend and (if required) fit a range of low cost devices designed to protect systems from scale and mineral deposits.

What other services does Gledhill Response offer?

We have described just a couple of our additional services. We also offer various other upgrades and additional plumbing services.

To find out more, please call our team on 0800 3800 129.

The Gledhill Response difference

Access to over fifty years of manufacturing and appliance design experience

Gledhill's expert knowledge as the product designers of the PulsaCoil and our decades of manufacturing experience allow a quicker diagnosis of issues - minimising inconvenience for homeowners and the need for repeat visits.

Direct telephone access to the Response team

We don't believe in directing customers to call centres staffed by uninterested personnel with no understanding of Gledhill products. You will only speak to Gledhill experts working from our head office in Blackpool.

Our engineers focus exclusively on Gledhill products

Our exclusive focus on Gledhill products means that our engineers can carry 99% of any parts that may be required on their vans – reducing return visits and lowering overheads.

Unique access to parts at cost price

All PulsaCoil parts are manufactured or supplied exclusively by our sister company Gledhill Spares. This means that we can purchase parts at cost price, minimising our overheads and subsequently reducing the prices we charge our customers.

Electrical and plumbing expertise

Your appliance is an electrical hot water PulsaCoil which means that engineers attending must be confident with both electric and plumbing issues. You can be confident that every one of our engineers is fully trained in all aspects required to repair your appliance and diagnose any issues competently.

Why do you need cover on your appliance?

Every boiler requires periodic maintenance to help minimise repairs and breakdowns, which can prove inconvenient and expensive.

The quality and cost of one off repairs can vary nationwide and poor repairs can create unreliable appliances, increase electricity bills and cause safety concerns.

Our specialist engineers carry almost all the parts required to repair PulsaCoils, which results in quick repairs.

Budgeting ahead by purchasing a Gledhill Breakdown Agreement can therefore minimise the inconvenience of a breakdown and guarantee you a prompt repair completely free of any additional charge.

We are delighted to offer you a complete peace of mind package – covering all labour and parts required to repair your appliance from as little as £8.21 per month.

The table opposite shows the average charges from external plumbers for common faults covered by the Gledhill Breakdown Agreement.

Repair carried out	Average cost	Cost under Breakdown Agreement
Replacement pump	£330	FREE
Replacement immersion heater	£350	FREE
Replacement PCB controller	£275	FREE
Replacement overheat sensor	£150	FREE
Replacement plate heat exchanger	£350	FREE
Replacement of the complete unit (if beyond economic repair)	£2000-£4000	From £500

Frequently Asked Questions

Does Gledhill Response provide a chargeable repair service?

We offer a repair service on a one-off chargeable basis including all parts and labour at a fixed price. However, this is subject to the availability of our engineers and we cannot guarantee this service will be available when required.

We will always give priority to our Breakdown Agreement customers and an annual contract remains the most inexpensive way to guarantee a prompt and efficient repair service and your own peace of mind.

Do you use your own engineers?

We use a network of directly employed Gledhill engineers and local subcontractors to ensure your property is attended promptly. However, please be assured that any engineer arriving at your property will have been fully trained by Gledhill and we take full responsibility for any engineer attending on our behalf.

Are all costs covered by the Breakdown Agreement?

Providing our advice is followed, **ALL** parts and labour costs associated with the repair of your appliance are completely covered by our Breakdown Agreement.

When does Gledhill Response provide cover?

Our office is staffed between 8:30 - 17:30, Monday - Friday, and from 9:00 until 12:00 noon, Saturday and Sunday. This means that you can get technical advice or report an issue seven days a week. However, although we do have engineers who work weekends during busy periods, we do not guarantee a field service. Providing weekend cover as a standard offer would incur a significant increase in our costs and the cost of the cover we offer.

We understand that emergencies such as leaks can occur at any time of the day or night. Thankfully such issues are few and far between, but please be assured that emergency cover is available.

If you have a major issue that is potentially dangerous or is causing damage to your property out of office hours, we would recommend that you contact a local emergency plumber or electrician who are generally available 24 hours, seven days a week. They will make the appliance or equipment safe until we are able to attend and complete a full repair. Providing the issue was related to our unit or covered by our agreement, we will refund the reasonable costs of the external plumber's attendance in full.

How do we set our charges?

We work hard to minimise costs - allowing us to offer a good level of service at extremely competitive rates.

We firmly believe that the current charge for our standard Breakdown Agreement coverage (set from only £8.21 per month) reflects excellent value for homeowners. There are no hidden exclusions or caveats to our service and no additional charges are made even when we attend issues unrelated to the PulsaCoil appliance.

You can expect to pay somewhere between £60-£120 for a gas safety check or service for a traditional system, without any parts included. For just £98.50, our Standard Breakdown Agreement offers you full cover for any labour and parts required throughout the 12 months.

Why has this charge risen over the years?

While it is correct in stating that the prices of our agreements have risen over the years, so too have the costs of running our business. Increases in government legislation and in the price of fuel, wages, insurance, raw materials and complete components have meant that some increase in our charges has been necessary if we are to remain in business.

Have we any plans to increase our charges?

You will be pleased to hear that there are no plans to increase our charges in the foreseeable future.

Why do we offer the Platinum level of cover?

As an appliance ages, more regular maintenance is required and the likelihood of a breakdown increases. Although an annual inspection is not a necessity, a yearly healthcheck allows our engineer to assess that your PulsaCoil is functioning correctly and hopefully address any developing problems before they result in a breakdown, benefitting both ourselves and you as the homeowner.

This service was introduced due to popular demand and allows us the opportunity to provide you with additional peace of mind, and to reduce the number of unexpected breakdowns attended.

We price this additional service at a small premium over the Standard Breakdown Agreement to cover the additional costs involved.

Why do I need Breakdown Agreement cover at all?

Any boiler system will require maintenance and the PulsaCoil is no exception. In common with all boilers, parts for the appliance can be expensive and the electrical aspect to the appliance means that qualified engineers, competent to work on electric boilers, can be difficult to find.

Gledhill Response is pleased to provide low fixed cost breakdown cover to ensure that expert attention for your appliance is available whenever required and there are neither significant nor unexpected bills for repair. It also ensures that should a replacement unit ever be required, the work is organised for you and the cost is dramatically reduced.

How often do I need to check my header tank?

We advise that the header tank water level is checked every three months. You can help reduce the amount of water lost during operation by ensuring the lid of the header tank is securely replaced.

How much water should I add to my header tank?

The header tank should be filled with clean cold water approximately half way up the tank. It is important not to overfill the tank as this can create problems.

I have difficulty in checking the level of water in the header tank. Can you help?

If you are unable to easily see the water level in the header tank, then we can install a sight glass to many types of header tanks which makes checking water levels quicker and easier. The installation of the sight glass enables you to see the required level exactly, simply by opening your airing cupboard door.

We will automatically check water levels when attending to conduct an annual healthcheck with our Platinum package.

Why do I have to manually top up my header tank?

While we acknowledge that the manual fill of the header tank can be inconvenient for some homeowners, this feature has important safety implications since it significantly reduces the potential for damage to the property and potential injury to residents in apartments below.

You can install a ball cock with automatic topping up on the system. However, in the event of a leak or ball valve failure, systems which automatically fill themselves up will continue to do so indefinitely until the problem is resolved. Such issues have been responsible for causing massive damage to property and the implications of leaks within apartment developments can be extremely serious.

By contrast, the inability of the PulsaCoil unit to top itself up means that in the event of a significant leak, the only water that can be lost is the water held in the cylinder at that time.

Can I turn the unit off overnight?

While you can safely turn the appliance off at any time, the PulsaCoil unit charges overnight to take advantage of the 'off peak' cheap rate electricity. Turning the unit off overnight denies the appliance this opportunity to charge itself. This means that you will have limited hot water and will potentially have to charge the unit during the day using 'on peak' electricity at a much greater cost.

Will I save money by turning the unit off overnight?

Turning off your unit overnight will not save money since the temperature of the water held in the store will fall and a similar or greater amount of electricity will be used when the unit is turned back on to restore the water temperature.

Will I save money by turning the unit off during the day?

Turning the appliance off during the daytime will not save electricity. Since the unit only charges overnight, unless you are on an Economy 10 tariff or actually request a top up of hot water (by pressing your 'boost' button) you will not use a significant amount of electricity during the day.

Should I turn my unit off when the property is empty?

We advise that if you are away from the property for less than 2-3 weeks, then leave all power switches on. If however, you are going away for longer than 3 weeks, you can make a small saving by turning your **OFF PEAK SUPPLY OFF**, but leaving the **MAIN POWER SUPPLY ON**. This will stop the unit heating up on the off peak periods, but the pump is exercised on a regular basis - reducing any potential problems on your return.

Inside your appliance a store of water is held within a copper cylinder, which will cool if the appliance is switched off. If the water held in the copper cylinder is allowed to remain cool for a prolonged period of time, the natural rate of corrosion of the copper cylinder will accelerate and the lifetime of your appliance can be significantly reduced. If all the power is turned off, the pump is not exercised on a regular basis and has an increased likelihood of seizing up.

We would not therefore recommend leaving your unit switched off for several months without the appliance being drained. Gledhill Response would be pleased to drain your unit for you at a subsidised rate should this ever be necessary.

Why do I get cold water when I first turn on the hot tap?

When you initially turn on the hot tap, you draw the water that has been stood in the pipework between the PulsaCoil and the tap itself. It is not until this water is drawn off that you then receive the hot water that is generated by the PulsaCoil. This is unavoidable and would be experienced with **ANY** boiler.

You may experience a fluctuation in temperature of the water for a further 20-30 seconds. This is just the unit adjusting the output temperature to the taps as it passes the sensor on the unit.

I have concerns over the water quality.

The hot water delivered through your taps is your mains cold water which has been instantaneously heated by our appliance. This means that the hot water produced is the same quality as your incoming mains supply and should therefore be of drinking quality.

You have no exposure to stored water and there is nothing our unit can do to influence the quality of your water. The PulsaCoil eliminates the risk of legionella or dangerous bacterial growth affecting your hot water supply.

Why is my water so hot?

Your PulsaCoil appliance is designed to meet with Building and Water Authority Regulations, which stipulates that hot water is routinely delivered to tap outlets at no less than 50°C – 55°C.

These temperatures prevent the growth of micro-organisms within your pipe work and eliminate the risk of legionella and harmful bacteria within your hot water. You can therefore have absolute confidence that the hot water that you use to bathe and wash with is completely safe.

Can I turn the hot water temperature down?

While this high temperature guarantees safe water quality, we do understand that this temperature is very hot. Older people who have more sensitive skin, may have restricted movement and be unable to react quickly. They are consequently more vulnerable to scalding, especially if 'stuck' in a bath or shower.

The temperature of the hot water cannot be 'turned down' via our appliance due to the risk of bacterial build up within your pipework, but it can be reduced at the outlet itself through the installation of a thermostatic control.

We are delighted to be able to offer a range of thermostatically controlled products which will control and significantly reduce the temperature of water you use for showering, bathing and hand washing.

These products conform to the highest British safety standards and mix the hot and cold supplies to a pre-determined safe temperature, consequently allowing a far more comfortable water temperature and significantly reducing the risk of scalding in the home.

To find out more about these products, contact Gledhill Response on 0800 3800 129.

Are my high bills due to the PulsaCoil?

It is virtually impossible that your PulsaCoil appliance can create high bills, providing it has been correctly installed. Unless you physically press your 'boost' button to charge the unit during daytime hours, your unit will only heat on the off peak period and you should be able to identify this cost clearly on your electricity bill.

Most people will notice a significant difference in their electricity usage during the summer months when they do not make use of electric radiators. High electricity bills are far more likely to be linked to your domestic appliances or heating system.

My unit makes noise, is this normal?

Noise will generally only occur when the unit heats during the night or when requested by you during the day. The unit contains a copper cylinder holding 100 – 200 litres of water, which will make some noise when heated, in the same manner a kettle makes considerable noise when heating a far lower quantity of water.

Some noise is therefore unavoidable, however, if the noise level increases noticeably or you are concerned it is excessive, please do not hesitate to contact us.

What is the expected lifetime of my unit?

This is heavily dependent on the quality of installation, the way the appliance has been used over the years and the quality of maintenance and care it has received.

However, most appliances would be expected to last on average between 10-20 years.

RESPONSE

New customers call 0800 3800 129
Existing customers call 0800 1018 365
Email response@gledhill.net
or visit www.gledhill-response.net