



RESPONSE

WE'VE GOT THE COVER FOR YOU

Take a closer look at our range of specialist packages and services available to protect and care for your heating and hot water



[GLEDHILL-RESPONSE.NET](https://www.gledhill-response.net) /   

BUILT ON EXPERIENCE

We understand the inconvenience that heating and hot water problems can cause, that's why we have a home repair service package that means help is there for you when you need it most.

Our experts can offer specialist maintenance and repair work for your heating and hot water system, reducing the chance of something going wrong in the first place.

Finding someone to come and repair your appliances or boiler is time consuming, costly, and stressful. That's why we have designed a home repair service package to suit your needs that costs less than you might think. Choosing one of our maintenance packages is simple and the protection it offers you and your family is unrivalled.



24 HOURS A DAY, 365 DAYS A YEAR



ON-SITE SUPPORT



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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.

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 do not 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 PulsaCoil appliances, 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 £8.99 a month which is only 30p a day.

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 heat exchanger	£350	Free
Replacement of the complete unit (if beyond economic repair)	£2000-4000	Free

STANDARD OR PLATINUM?

CHOOSE YOUR LEVEL OF PULSACOIL COVER

STANDARD PACKAGE

Our Standard Breakdown Agreement is designed to provide the necessary care required to maintain your Pulsacoil and prolong its lifespan.

WHAT'S INCLUDED:

- Unlimited access to a specialist Gledhill approved engineer to care for your Pulsacoil appliance ✓
- All parts and labour repair costs covered in full ✓
- Next working day service ✓

FROM
£8.99*
PER MONTH
Only 30p per day

PLATINUM PACKAGE

Our Platinum Breakdown Agreement is designed to provide you with all the benefits of our Standard Breakdown Agreement plus extra features to guarantee complete peace of mind.

WHAT'S INCLUDED:

- All the benefits of the Standard package plus:** ✓
- An annual health check to help identify and rectify any developing issues ✓
- Increased contribution towards a replacement appliance at the end of life ✓

FROM
£13.99*
PER MONTH
Only 47p per day

COMPLETE CARE PACKAGE

With our complete care package, we will organise the repair of everything in your home, from a leaking tap to a failed panel heater, blocked toilet, faulty shower or broken plug socket.

You will benefit from one point of contact for any repairs within your property - removing the stress and worry of finding a reputable local plumber or electrician.

Enjoy peace of mind of no unplanned repair bills throughout the year.

The benefits of the Complete Care Package include:

- Repairs to existing fixed electrical wiring
 - Repairs to panel heaters and under floor heating controls
 - Repairs to internal hot and cold water pipes
 - Repairs to leaking tap, toilet or shower
 - Repairs to internal waste pipes
 - Contribution towards the cost of the full replacement of a shower or panel heater
 - Annual appliance service and system Healthcheck
- No excess on claims with unlimited number of claims during the cover period.

STEP 1: Choose a Standard or Platinum Breakdown Agreement for your Pulsacoil appliance.

STEP 2: Add the Complete Care Package for full peace of mind from only £10.49* per month extra.

COVER PROVIDED	STANDARD PACKAGE	PLATINUM PACKAGE	STANDARD + COMPLETE CARE	PLATINUM + COMPLETE CARE
Appliance breakdown	✓	✓	✓	✓
Average contribution if replacement appliance required	20%	50%	20% (as per breakdown agreement selected)	50% (as per breakdown agreement selected)
No limit on either labour or parts cost relating to appliance repair	✓	✓	✓	✓
System pipework	✗	✗	✓	✓
Plumbing system	✗	✗	✓	✓
Electrics	✗	✗	✓	✓
Panel heaters	✗	✗	✓	✓
Shower	✗	✗	✓	✓
No excess to pay	✓	✓	✓	✓
Unlimited service calls	✓	✓	✓	✓
Annual appliance service and system Healthcheck	✗	✓	✗	✓

£8.99*
PER MONTH

£13.99*
PER MONTH

£19.48*
PER MONTH

£23.65*
PER MONTH

PREVENT AND PROTECT

Gledhill Response are please to inform residents that we offer a range of aftercare services to help take care of your PulsaCoil and protect your property.



SIGHT GLASS

Safely monitor the water levels in your header tank by having a sight glass fitted, preventing low water levels to cause component damage within your PulsaCoil appliance.

Available from
£75



EASIFIL

The Easifil system offers a safe and easy solution to topping up the header tank on your PulsaCoil appliance, removing the inconvenience of climbing up step ladders or onto chairs.

Available from
£180



SURESTOP

Quickly and easily turn off your mains water supply in the event of a water leak with the simple Surestop, reducing the risk of water damage to your home at the flick of a switch.

Available from
£125



ELECTROLYTIC SCALE REDUCER

Reduce the damaging effects of limescale in your home, ensuring optimum performance from your Gledhill appliance. Offering a simple 'fit and forget' solution with up to 10 years protection.

Available from
£150

MULTI BUY OFFERS AVAILABLE:

Contact our customer service team to find your multi-buy offer today!

- PROTECT YOUR PROPERTY AND REDUCE THE RISK OF WATER DAMAGE
- SIGNIFICANTLY REDUCE THE IMPACT OF HARD WATER IN YOUR AREA
- PROVIDE A SAFER AND EASIER WAY TO TOP UP YOUR HEADER TANK

WHAT IS THE PULSACOIL?

The PulsaCoil is a thermal store that offers the perfect solution for a home's heating and water requirements. Offering mains pressure hot water with virtually zero maintenance, thermal stores are designed to reduce heating costs by providing complete flexibility for householders.

Designed specifically for apartments, the PulsaCoil offers the perfect replacement heating solution. Its cylindrical design provides you with an evolved appliance that presents the perfect replacement to any hot water system.

Showcasing a stainless steel cylinder body, a new circular feed and expansion tank and developed with full insulation over the cylinder's pipework, the PulsaCoil boasts a sleek space saving look whilst retaining the following features and benefits:

Utilises off-peak electricity to reduce your energy bills

Cylinder protection against scale, even in hard water areas

Provides mains pressure hot water

Hot water is generated by passing mains cold water through plate heat exchanger eliminating any risk to legionella

Back up immersion for emergency top-up

Designed specifically for apartments

Smaller footprint and profile



HOW DOES THE PULSACOIL WORK?

The PulsaCoil contains a large insulated stainless steel cylinder storing water. The water is heated using two immersion heaters powered by electricity.

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.

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.

Temperature control

- The appliance controls the hot water temperature, ensuring water is delivered to your tap outlets at the maximum temperature of around 55 degrees Celsius. This is high enough to kill to the deadliest bacteria, that might otherwise grow in pipework, but significantly lower than conventional water storage systems and reducing the risk of scalding at the tap outlet.

Reduced leak risk

- With the option of a manual fill header tank, there is a significant reduction of risk of property damage, as in the event of a major leak and the cylinder being emptied of water, it will not be automatically filled from the mains supply.

Safety

- Inherently safe design of the PulsaCoil means that there is never any possibility of pressure building to dangerous levels within the appliance. The open vented appliance installed in your property is one of the safest systems on the market.

Minimal scheduled maintenance requirement

- The inherently safe design means that unlike many other system types, such as gas boilers or unvented cylinders there is no requirement for an annual safety check to comply with regulations or manufacturing warranty conditions. Although an annual check can prevent issues.

Low running costs

- When the appliance is connected to an off peak or economy electricity supply, the appliance will take full advantage of the reduced cost energy to fully charge itself. On peak power will never be used if there is still heat available from the on peak charge - allowing you to save money and reduce running costs.

Minimal scale damage

- The appliance does not hold fresh water in the cylinder store. This means that scale build up is significantly reduced - minimising costly repairs and early or premature replacement of the appliance. Only the plate heat exchanger comes into contact with fresh water - while designed to limit scale build up, even if this does occur, the component can be relatively easily replaced.





RESPONSE

For further information
and full terms and conditions,
please visit our website at

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