

# Boiler maintenance & support plan

## Homeowner guide



# Peace of mind

If your boiler is under 12 years old, out of guarantee and you've not already taken out a plan, our Maintenance and Support Plan could be a great choice for you.

Our Worcester Bosch Maintenance and Support Plan is designed to ensure your Worcester Bosch boiler and controls are working efficiently. We'll provide you with an annual service each year amongst other benefits.

## What's included in the plan?

We know that your boiler is at the heart of your home. With expert engineers working nationwide, you can relax in the knowledge that your boiler will be serviced and maintained to the highest standards, ensuring a strong performance year after year.

### With the Worcester Bosch Maintenance and Support Plan, provided by Domestic & General Services Ltd, you'll receive the following benefits:

- An annual service to help maintain your Worcester Bosch boiler
- Exclusive access to Domestic & General's Boiler Care portal
- Ongoing hints and tips to keep the boiler in good working order
- Access to our dedicated Contact Centre based in Worcester: 7 days a week, 364 days a year
- Service and repairs carried out by our Worcester Bosch engineers or approved Service Partners
- Repairs up to the value of £1,500 if an issue is found during the annual service or if your boiler stops working.



Through our online support, you can access hints and tips and troubleshooting at any time during the term of your plan. You'll also receive an annual service and support via telephone or online to ensure your boiler stays in good working order.

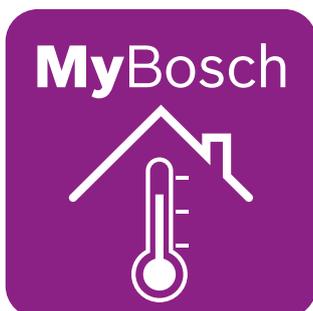
We arrange on-site visits using our nationwide network of Gas Safe registered boiler engineers. If our engineer diagnoses an issue during the annual service, they'll attempt to repair whilst on site. If your boiler stops working, we can arrange an engineer to attend and we'll pay for repairs up to value of £1,500. If we're not able to repair your boiler or we decide that it is beyond economic repair, Domestic & General will arrange for your boiler to be replaced, up to the value of £750. Installation costs are not included.

View full terms and conditions here: [worcester-bosch.co.uk/care-plan-terms-conditions](https://worcester-bosch.co.uk/care-plan-terms-conditions)

## How do I set up a plan?

For more information or to set up a plan, call us on **0330 123 9339**

We're open 7am-6pm Mon-Fri, 8am-5pm Sat, 9am-12pm Sun and 8am-4.30pm on bank holidays.



## Say hello to MyBosch!

The online portal that makes your life easier - putting everything you need to know about your Worcester Bosch boiler in one place.

Sign up to MyBosch here [worcester-bosch.co.uk/MyBosch](https://worcester-bosch.co.uk/MyBosch)

# Useful numbers

## Consumer Technical Helpline (Pre & Post Sales)

Tel: 0330 123 3366

Email: [technical-advice@uk.bosch.com](mailto:technical-advice@uk.bosch.com)

## Customer Service

### Service Enquiries

Tel: 0330 123 9339

Email: [service-enquiries@uk.bosch.com](mailto:service-enquiries@uk.bosch.com)

### Guarantee Registration

Your installer should always undertake the registration of your boiler on your behalf.



[www.worcester-bosch.co.uk/support/customer-support](http://www.worcester-bosch.co.uk/support/customer-support)

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