

October 2020

To our Valued Customers and Colleagues,

As we move into the new heating season, I want to provide you with an update on the status of our Customer Support Operations, including Contact Centre and Repair Service requests.

The safety of our Customer Support team was a priority as the pandemic broke and in line with the Government advice we successfully deployed home working in March 2020. Given the ongoing Covid situation we plan to continue to work from home until at least the end of 2020. This may mean that at times we will have to amend our working hours so we can deliver training to our teams. We aim to do this with minimal disruption to our service, for example we never undertake training on a Monday or a Tuesday, as these are peak call times. Our IVR messaging will always let you know to avoid any telephone wait times.

As part of our ongoing business improvement programme, GDHV UK 'went live' with a new SAP system on the 29th June 2020 and began a carefully controlled start-up of order processing and dispatch, monitoring and resolving teething problems as they arose. Any issues encountered were resolved as quickly as possible, and I am pleased to confirm that we returned to 'business as usual' operations and successful trading in our sales channels by early July 2020. The overall launch of and transition to SAP was successfully implemented, however, there have been delays to fully restoring our online web stores. We remain focused on restoring these by the end of 2020. For customers wishing to purchase spare parts these can be ordered directly through our partner www.uk-spares.com.

We would also like to recognise the further challenges caused by the global pandemic, which has had a far-reaching impact on most businesses. As a result of disruptions to our supply chains, the manufacture of our spares parts and consumable items has not fully recovered to a level we would expect. This has resulted in an immediate impact to our service delivery and ability to carry out in guarantee repairs requiring spare parts.

We are now additionally faced with fast moving local and regional lockdown restrictions, which whilst safeguard our customers, can change in a matter of hours, impacting our ability to deliver consistent service.

Recognising the strain that this places on our valued colleagues, trade customers and end users, we are, with immediate effect, only able to offer essential repairs for products that are in guarantee. We appreciate this can be confusing to our customers and our colleagues; therefore, we have set out below the products or queries we consider essential:

- Total heat loss in storage heaters, panel heaters, heat pumps, main residence boilers and gas fires where the product is the main source of heating
- Total loss of hot water or immersion provided by water cylinders and heat pumps
- Showers where it is the only source of bathing
- Hand wash or water boiling products used in health care or essential catering settings
- Commercial products

This decision will mean that for some of our customers, we will be unable to attend to carry out a repair or offer a repair date for at least 60 days.

We apologise for the level of disruption that this will have caused and we fully recognise the extremely challenging supply chain and service situation that has resulted. We wish to assure you that the GDHV Team are working diligently to resolve these matters as a top priority. We will continue to provide updates as we move into a more positive position and are able to resume our normal levels of service.

The Customer Support team can be reached on 0344 879 3588 but demand on our temporarily reduced services is vast and spare part availability is not always clear, so some questions will naturally take longer to deliver a considered, personal response to. More and more calls are being answered by our team, and we are training more colleagues to assist you.

Please also use our contact us form wherever possible; If you're waiting for a response from the Customer Support team, they're currently responding to messages received in mid-October.

We have created a FAQ below and would ask that you review these before you contact us as this will help us to provide a better service

Please also visit www.gdhv.co.uk/support for a wide variety of articles, self-help and troubleshooting guides.

Yours faithfully,

Chris Page
Director of Commercial Operations

FAQ:

The product I need support on is not listed, will I still be able to contact you?

Of course, however we may have to raise a case with no repair date if we deem the repair non-essential. Once you have a case reference and we cannot resolve the issue over the telephone, the job will be allocated to a service engineer for attendance. We will always contact you to confirm a suitable time before we attend, but it could be up to 60 days.

The terms of our Product Guarantee. Details can be found here:

<https://www.gdhv.co.uk/guarantee-terms-and-conditions>

I have an electric fire and it's my only form of heating, will you still come to repair it?

Electric fires such as OptiMyst and Optiflame should not be supplied or installed as a main source of heating. Their intended use is secondary or feature items in addition to installed electric or gas heating systems. We will still provide support but we will not be able to prioritise electric fires repairs at this time.

I have a boiling tap and it's not listed above; will you still come to repair it?

For secondary or non-essential hot water products, ensure you follow all the maintenance instructions and descale regularly as this normally resolves the most frequently reported issues. Once all descaling and any other maintenance steps are completed and the issue persists, please contact us using the online form where a case will be logged.

Once you have a case reference, the job will be allocated to service engineer for attendance. We will always contact you to confirm a suitable time before we attend, but it could be up to 60 days. In some instances, we may replace the product under guarantee, rather than repair. Product Guarantee terms can be found here.

I have multiple heaters in my property and only one is not working, what do I do?

Depending on the room or vulnerable assessment we may send an engineer. Please always confirm that the heater has electric supply and if very recently installed that timer modes and daily schedules have been set correctly.

If I cannot get through to your teams and I am unable to arrange a repair visit within my guarantee period what can I do?

Provided we were notified while product still in guarantee period then when we do attend for a repair the standard product guarantee terms will apply. Please see further information [here](#).

Will you extend the guarantee of my product if you cannot attend for repair?

Yes. Provided we were notified while the product is still in guarantee period, and when we do attend for a repair the standard product guarantee terms will apply. Please see further information [here](#).

Where can I buy spare parts?

Our nominated trade partner is UK Spares LTD. They supply genuine manufactured spare parts, consumables and have a team on hand to support part queries.

Please visit their website www.ukspares.com
(Please note they do not offer a repair service)

What are your opening times?

We are open from 8:30am to 4:00pm Monday through Friday. We close from 12:00pm to 1:15pm each day to reduce hold times over the lunch period.

How do I contact you?

The best way to contact us is to send us a secure message using our online form [here](#).

How do you decide what is an 'essential' repair or service visit?

We take guidance from Ofgem to establish if the absence of repair could result in the end user or customer suffering harm or discomfort. This helps us to prioritise our most vulnerable users in colder months. We may at times ask if there is another source of bathing available or if there are alternate heating or hot water sources in the home.

We ask for your patience and cooperation as part of these conversations with our Customer Support team.

Do you operate COVID safe in my home?

Our Service Engineers and Agents all work to a COVID Safe Risk Assessment and are issued with PPE to safeguard themselves and others around them.

What if I or someone in my home has COVID Symptoms?

If you have a repair visit scheduled and you develop COVID symptoms please contact us as soon as possible. We will be unable to attend and will ask to reschedule for a later date.

Can I pay for a repair if my product is out of guarantee?

We are not able to offer an out of guarantee repair service at this time. Most qualified electricians or plumbers for water products can diagnose and provide guidance.

What if I have an extended warranty with Domestic & General?

Please use our contact us form to send us a message and we will respond to you with available options.

I find it difficult to speak to an advisor during your opening hours, how are you resolving this?

We understand wait times can be lengthy, especially in colder months or immediately following a drop in temperature, in addition to the added challenges COVID 19 has presented.

The best time to contact us is between 2pm and 4pm, Wednesdays and Thursdays, and on Friday mornings between 10am and 12pm. We are currently training more colleagues to help you get through to us faster.

I've sent an email or a web form but you haven't contacted me yet?

We try and respond to 95% of emails and online messages within 5 working days, even in the coldest times of the year. If you received a Support Reference or a Case Number, your message will be reviewed and you will receive a response. For complex queries, it can sometimes take longer but we will keep you updated.

How do I complain?

If you are not happy with any aspect of our service you can follow our Complaints Process [here](#).

We are members of Dispute Resolution Ombudsman but we urge you to talk to us wherever possible.