

ADVICE FOR HOMEOWNERS

Heating engineers may still carry out work to maintain heating and hot water for your home. To protect yourself and our engineers, follow this practical advice and guidance. Remember to seek further advice if needed.

Installer contact

ANNUAL SERVICING



If your Vaillant appliance is due a service, contact your local Vaillant engineer to find out more about your options.

DISCUSS THE VISIT IN ADVANCE



Keep yourself safe. Make sure your engineer knows if anyone in the house is shielding or at risk.

Keep your engineer safe. Let them know if anyone in the house is self-isolating or has symptoms.

Find out where the engineer will be working and what access they'll need.

IS A VISIT NECESSARY?



Ask your engineer if they can use technology such as FaceTime to help you diagnose and solve the problem yourself.

ON THE DAY



Always maintain a **2-metre safe distance**.



Clear a pathway to and around the work area. **Remove anything the engineer may have to touch.**



Stay in another room if possible.



Don't feel you have to offer them a cuppa.

(((PAYMENT)))

If you can, pay the engineer using

contactless card **OR** online money transfer



For more detailed advice visit www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes