

Coronavirus Update

We're continuing to provide repairs and replacements

We know you may be relying on your appliances more than usual during this challenging time. That's why we remain committed to providing help when you need it.

The safety of our customers and engineers is our top priority so we're following [Government guidance](#) and taking the correct precautions. We're proud of the way our teams have adapted to the new normal and our nationwide network of expert engineers continue to provide thousands of repairs and replacements every day.

You can book a repair online anytime or phone one of our call centre team who are working from home and ready to take your call. Understandably, we're prioritising emergencies, our most vulnerable customers and NHS staff first.

Please read these before you call us:

- Following the developing situation of the Coronavirus and with advice from the Government, we've introduced new measures to help keep our customers and engineers safe.
- Our engineers are taking the following precautions to ensure the safety of our customers:
- Engineers are now to take a 2-step back approach once your doorbell has been rung or they have knocked on the front door.
- Engineers may use additional personal protective equipment such as single use foot covers and gloves whilst carrying out repairs. Some engineers may also use a mask.

- Please make sure that doors are opened for engineers so there is a clear path to your appliance so that engineers touch as little as possible in your home.
- Engineers will observe [Social Distancing Guidelines](#) throughout the visit as much as possible. You may be asked not to enter the work area whilst the engineer is on site to maintain a 7ft or 2m distance from you or other members of the household.
- You will not have to sign engineer tablets for a normal job completion, instead you may be asked if the engineer can sign on your behalf.
- If you need to sign a Health & Safety Notice or disclaimer, a paper copy may be used and photographed for evidence.

I am currently self-isolating. How will this affect my repair?

If you are self-isolating because you or a member of your household are experiencing any of the following, an engineer will not be able to attend your home until it is deemed safe to do so:

- Symptoms of the Coronavirus such as a high temperature or new persistent cough
- Awaiting test results
- Diagnosed with the Coronavirus
- Been in contact with someone with the Coronavirus
- Recently returned from abroad

In these cases, please book a repair when the recommended 2 week self-isolation period due to infection is over.

If you are self-isolating because you are vulnerable, the current Government guidelines suggest that you should self-isolate for 12 weeks if you are considered vulnerable, for example if you are:

- Over 70 years old
- Pregnant
- Have some underlying health conditions

If you would still like to book or go ahead with an existing engineer appointment, please advise the engineer on arrival. Our engineers

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 - Engineers may use additional personal protective equipment such as single use foot covers and gloves whilst carrying out repairs. Some engineers may also use a mask.
 - Please make sure that doors are opened for engineers so there is a clear path to your appliance so that engineers touch as little as possible in your home.
 - Engineers will observe [Social Distancing Guidelines](#) throughout the visit as much as possible. You may be asked not to enter the work area whilst the engineer is on site to maintain a 7ft or 2m distance from you or other members of the household.
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- Before we attend any repair we will contact you to understand your current situation, and whether anything has changes since the initial appointment was booked.

For the most up to date advice for self-isolating please visit the [NHS website](#).