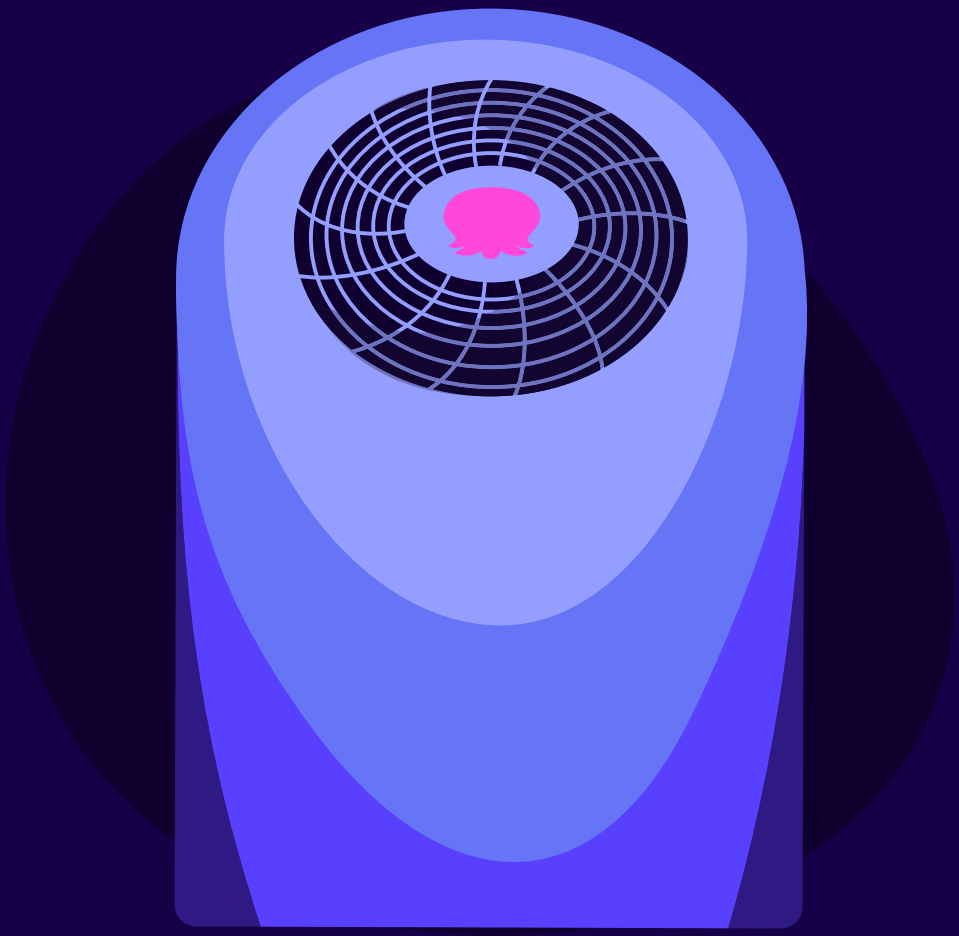
Get to know your Cosy heat pump

Come on in, it’s lovely and warm!

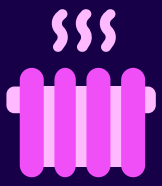


octopus energy

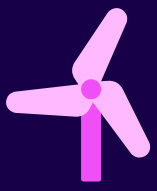
Heat pumps are the future of home heating

That’s why we developed the revolutionary Cosy heat pump.

Our very first in-house heat pump works seamlessly with our cutting-edge app so you’re in control, wherever you are. It’s also super green and will dramatically reduce the carbon emissions from your home. We’ve put together this guide to help you get the very best from your new heat pump.



Up to 4x more efficient than a gas boiler



80% fewer carbon emissions

Built and installed by Octopus experts

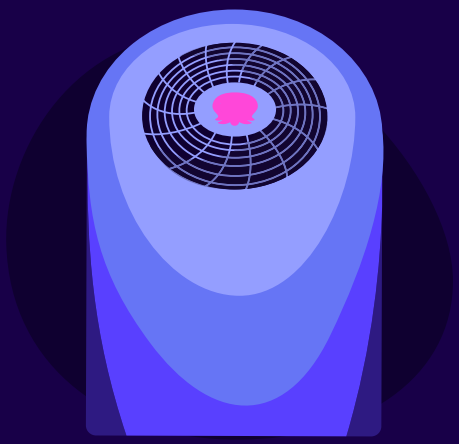
Contents

Getting to know your Cosy

18% of the UK's carbon emissions come from heating buildings, but rather than burning gas, heat pumps like Cosy use electricity to extract heat from the outside air and - with a little engineering magic - convert that energy into heat for your home. This makes them far greener, safer, and more reliable than gas boilers - and many more times as efficient too.

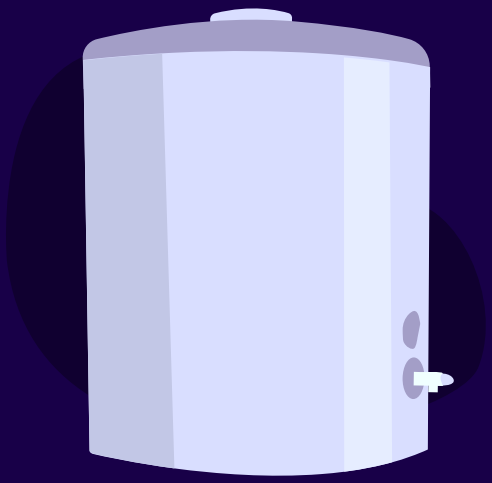
Here's everything included in your new heat pump system:

Cosy heat pump



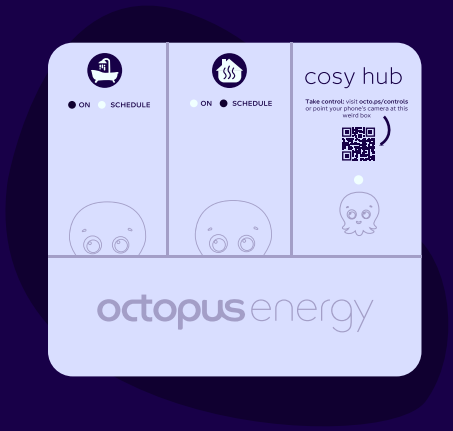
Our pride and joy, the Cosy heat pump! Whether it's a Cosy 6 or Cosy 9, you're the proud owner of our big green heating machine.

Hot water cylinder



A hot water cylinder is a well-insulated tank which stores water after it's been heated. Water is heated through your heat pump system and is then stored, at a temperature, ready for you to use whenever it's needed. This is typically found on the ground or first floor of your home (the closer to the outside the better). But yours may be installed in a different spot such as the loft.

Cosy Hub



This smart device sends information back and forth from your heat pump to your app. You'll control your heating through the Octopus mobile app, but the Hub itself has handy light indicators so you can check things like connection and heat status.

Cosy Pod

Cosy Pods are room sensors that let you monitor the temperature and humidity in each area of your home for smarter, more efficient heating.

The Octopus App

The Octopus app will enable you to control your heating and water from anywhere, with ease. You'll be able to switch modes between on, off and schedule, view your current and target temperatures, set schedules, track the performance of your heat pump, and much more.

Find guidance on how to use your Octopus app to control your Cosy here:

octopus.energy/blog/cosy-controls/

Five things to know about your heat pump

If you're new to heat pumps you'll notice things run a little differently compared to a traditional boiler, but that's nothing to worry about.

1. It'll adjust for max efficiency

Your heat pump will automatically adjust itself for a maximum Coefficient of Performance (CoP), it does this through weather compensation. Weather compensation is a smart feature that helps your heat pump run more efficiently by automatically adjusting the flow temperature based on the outdoor temperature. Instead of maintaining a fixed high temperature like traditional boilers, weather compensation ensures your heat pump only works as hard as needed to keep your home comfortable.

How It Works:

- When it's warmer outside, the heat pump lowers the water temperature sent to your radiators or underfloor heating, preventing unnecessary energy use, leading to a higher CoP and lower running costs.

- When it's colder outside, the heat pump increases the flow temperature to heat your home faster and maintain comfort, leading to a lower CoP and higher running costs.

Although your CoP will change throughout the year, within a calendar year your heat pump's smart weather compensation feature will allow it to achieve a Seasonal Coefficient of Performance (SCoP) of around 340% - 360%. That's almost 4x as

2. Heat pumps take longer to warm up

Your heat pump uses cooler water to heat your home than a gas boiler, so you won't feel the same "hot" radiators you're familiar with. However, a well-designed heat pump system and an efficient gas boiler system both heat your home in roughly the same amount of time–about 1º per hour. Your old boiler may have heated your home faster, but only because it was burning a lot of excess gas to run really hot. It's best to set your heating to come on before you get home or wake up. The preheating time will depend on your home, so you may need a few trial runs to find the perfect schedule. See our section on heating schedules for more information.

3. It's better to turn the set temperature down than turn the heat pump off

Your heat pump is much more efficient when it's running consistently. This means it doesn't have to work as hard to keep a warm house cosy and will use less energy than it does to heat a cold house.

4. Hot water always takes priority

When it's time to heat your hot water tank, your heating will switch itself off. When the tank's ready, the heating will turn itself back on. You don't need to do anything and you shouldn't feel a difference in comfort.

5. Keeping the area around your pump clean and clear helps it work well

The box needs room to breathe, so don't pile the garden furniture or pots nearby. It also helps to clean off any leaves or dirt, and brush away snow. If you fancy a spring clean, you can give it a wipe down with a damp cloth, but steer clear of harsh chemicals, and avoid touching the fins at the back to protect your hands and the heat pump.

Maximise your savings

To run your Cosy heat pump as efficiently as possible, it's important to follow a few key steps:

1. The Basics

Your Cosy heat pump is part of a total heating system—a combination of your radiators, your hot water cylinder, and your Cosy itself. Your system was designed to MCS specifications on a room-by-room basis (unless you requested a different design). That means your radiators and your Cosy heat pump are sized to ensure your rooms meet minimum room temperature standards on a very cold day (usually about -3º). The design temperatures can be found in your installation agreement. In nearly all cases your Cosy will be able to provide much higher temperatures than those MCS minimums—especially when the outside temperature is warmer. The design temperatures are a minimum performance guarantee.

Keep in mind that the temperature you choose for your home will affect your energy costs. Making your home warmer means it will lose heat faster, making your Cosy work harder and longer overall. Your Cosy is designed to maintain a relatively consistent temperature in your home day and night, with minor variations up and down to suit your comfort. But it's important to remember: more heat means higher energy use. So we suggest choosing the lowest temperature that keeps you comfortable. For many people, this is usually 20º or 21º during the day and 18º or 19º at night.

2. Smart tariffs

Smart tariffs are the secret tool to help lower your Cosy heating costs. Smart tariffs adjust electricity prices based on the time of day, so you can save money by heating your home and water during cheaper periods. Your Cosy heat pump control works seamlessly with these tariffs, allowing you to schedule your heating and hot water at the times of day and night that make the most of lower rates.

Not only can this save you money, but it's also better for the environment. By using energy during off-peak times, you can tap into more renewable electricity and support a cleaner, more efficient grid.

Our Cosy Octopus smart tariff is a great choice to make the most of your new Cosy heat pump. Cosy Octopus has three cheaper “dip” periods and a period of much higher “peak” rates, with the remainder of the day at a middle rate. To see which tariff is best suited for your home, please visit: octopus.energy/octopus-smart-tariffs/

3. No legionella purge
Setting a legionella purge typically means raising your hot water cylinder to 60°C for 1 hour weekly, increasing your running costs.

Although legionella bacteria can build up in water temperatures between 20-45°C, heat pumps often heat water to around 45-55°C, and your cylinder is unlikely to stagnate for more than 24 hours because you’ll be regularly using it. This means chance of dangerous legionella build-up is extremely unlikely.

This is why your installer won’t set up a hot water schedule that allows a legionella purge during your commissioning and handover.

Tip - if you choose to set up a legionella purge, simply set a hot water schedule to raise your hot water to 60°C for one hour per week. We recommend doing this during a dip period on the Cosy Octopus Smart Tariff to maximise savings.

4. Going on holiday
If you don’t need heating or hot water for a couple of days (or more), you can turn your heating and hot water schedules “off” in your app knowing your Cosy controls won’t let the property drop below 7°C. This protects your pipework from frost and makes it easier for the Cosy to heat your property back up when you return.

Tip - turn the heating and hot water schedules back “on” in the app the day before you return, meaning you walk into a cosy home with plenty of hot water.

5. Managing your radiator valves (TRVs)
When using fossil fuel boilers, some customers turn their thermostatic radiator valves (TRVs) down or completely off to save energy.

While TRVs work well with boilers, heat pumps operate differently—they’re most efficient when all radiators are fully open. So, for the best comfort and efficiency, keep those radiator valves open and let the warmth spread evenly throughout your home!

The Octopus app

With the Octopus app, you can control your heating and water from anywhere, with ease. You'll be able to switch it on and off, set schedules, monitor temperature and humidity around your home, track your heating performance and much more.

Getting started

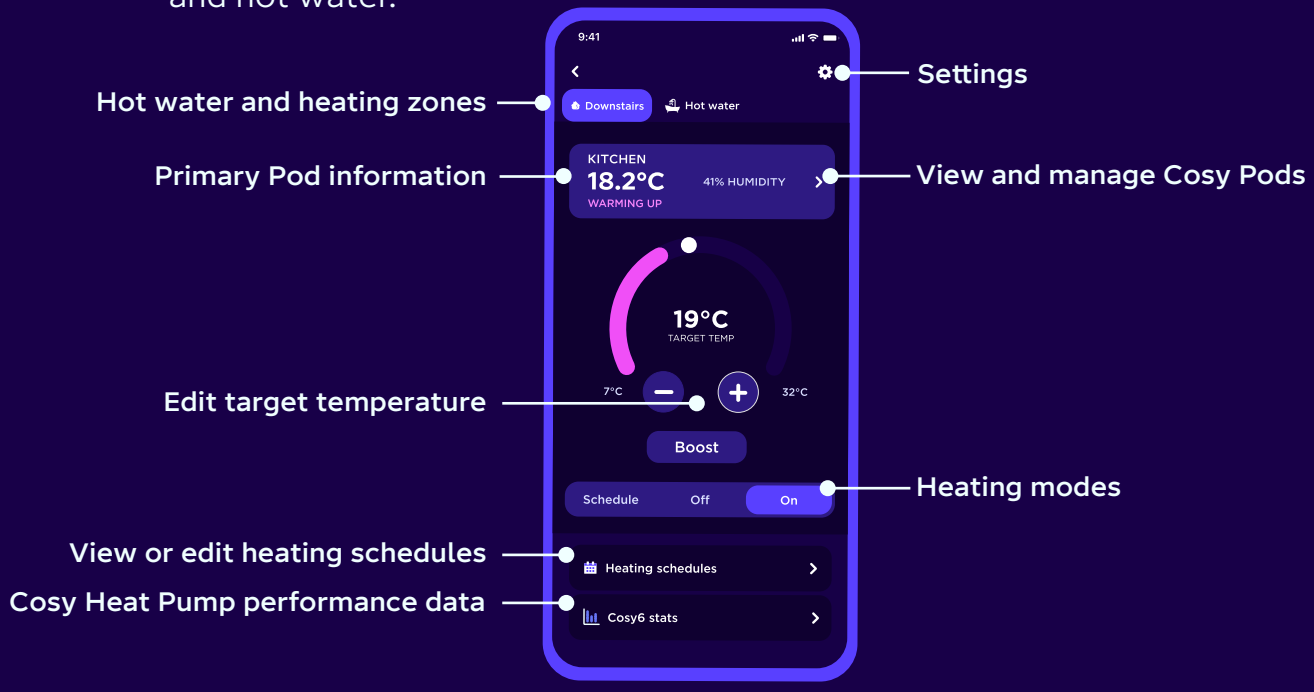
You can download the Octopus app from either the iOS App Store or Google Play. Our engineer will help you get the app setup during your install but it's this simple:

- Open your phone's camera
- Scan the QR code on the front of your Cosy Hub
- Tap the link
- Follow the setup journey in the Octopus app

Your app will have been pre-configured during your install so once you've completed setup, you'll be good to go.

Control screen

The control screen is your go-to spot for managing your heating and hot water.



For an up to For an up to date guide on how to use your heat pump controls [check out the Cosy controls guide.]

Tips on setting your heating schedule

The best way to run your Cosy cost-effectively is on a schedule. The controls in your Octopus app make it easy to copy one daily schedule across for every day of the week, or to set each day individually to match your needs.

If you're on a smart tariff, it's best to set your heating and hot water production to take full advantage of variable pricing. For our Cosy Octopus tariff, that means boosting your home's heat slightly during the dip periods so you can avoid heating your home as much during the periods that cost more.

How to maximise your savings on the Cosy Octopus tariff

During dip periods set your temperature 1-3°C higher than usual (e.g. 22°C if you normally keep it at 20°C) to store up cheaper heat. This is also the best time to heat water.

In standard rate periods keep your usual home temperature (around 20-21°C for most people).

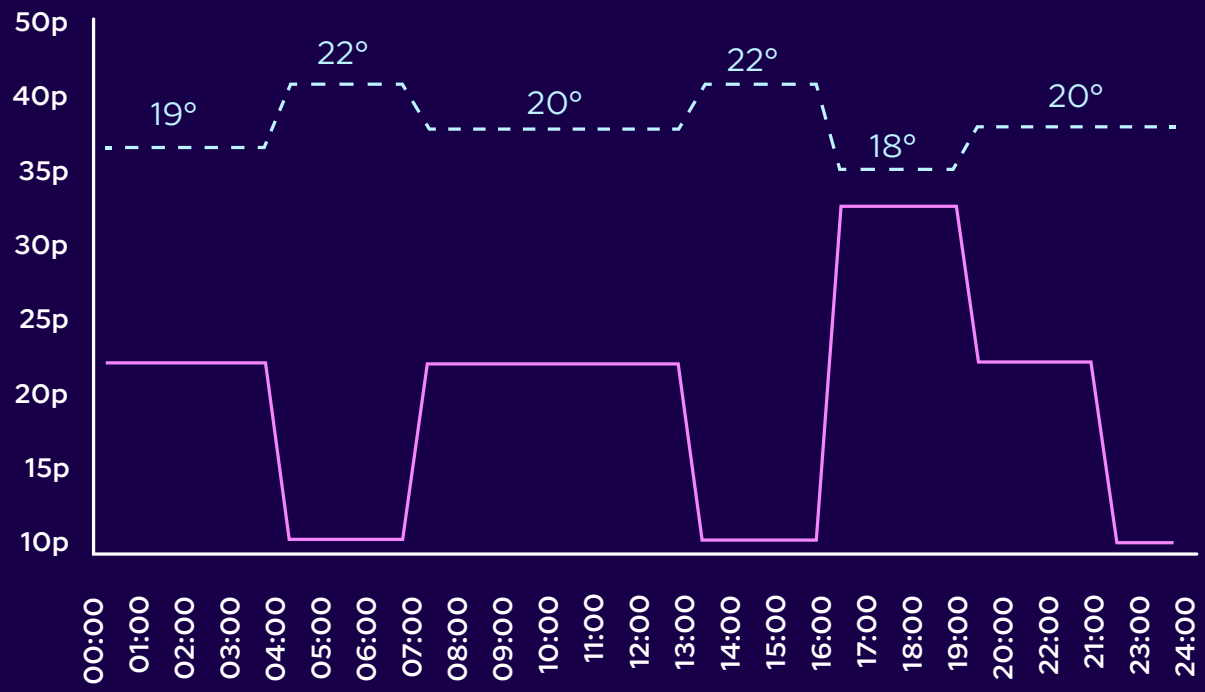
During peak period lower your temperature by 2-3°C to save money while using stored heat.

Avoid turning heating off when popping out as reheating uses more energy. Heat pumps work best at a steady temperature.

We recommend setting your hot water to heat during a dip period. However, keep in mind that hot water will take priority over home heating. See the next page for more on hot water scheduling.

A typical Cosy schedule

Time period	Temp range
Midnight to 4 AM (Standard rate)	18-19°C
4 AM to 7 AM (Morning dip)	21-22°C
7 AM to 1 PM (Standard rate)	20°C
1 PM to 4 PM (Afternoon dip)	22°C
4 PM to 7 PM (Peak Rate)	16-17°C
7PM to Midnight (Standard and night dip)	20°C



This is not one-size-fits-all advice. Cosy is all about efficiency and comfort, so feel free to adjust your temperature to meet your needs.

Tips on setting your hot water schedule

Your Cosy heat pump can make your hot water according to a schedule and store it in your new high-efficiency water cylinder so it lasts for 8-12 hours! That means you can heat the cylinder at night or in the early morning and have hot water all day long.

We suggest setting your hot water storage temperature to 50°C as this is best for efficient storage. (60°C isn't necessary and will make your Cosy work longer to heat the cylinder).

Hot water takes priority. Your Cosy can heat your radiators or it can heat the water in your cylinder – but it can't do both at once. If you ask your Cosy to do both at the same time, it will always prioritise hot water, and will continue heating your home once the cylinder has hit the target temperature.

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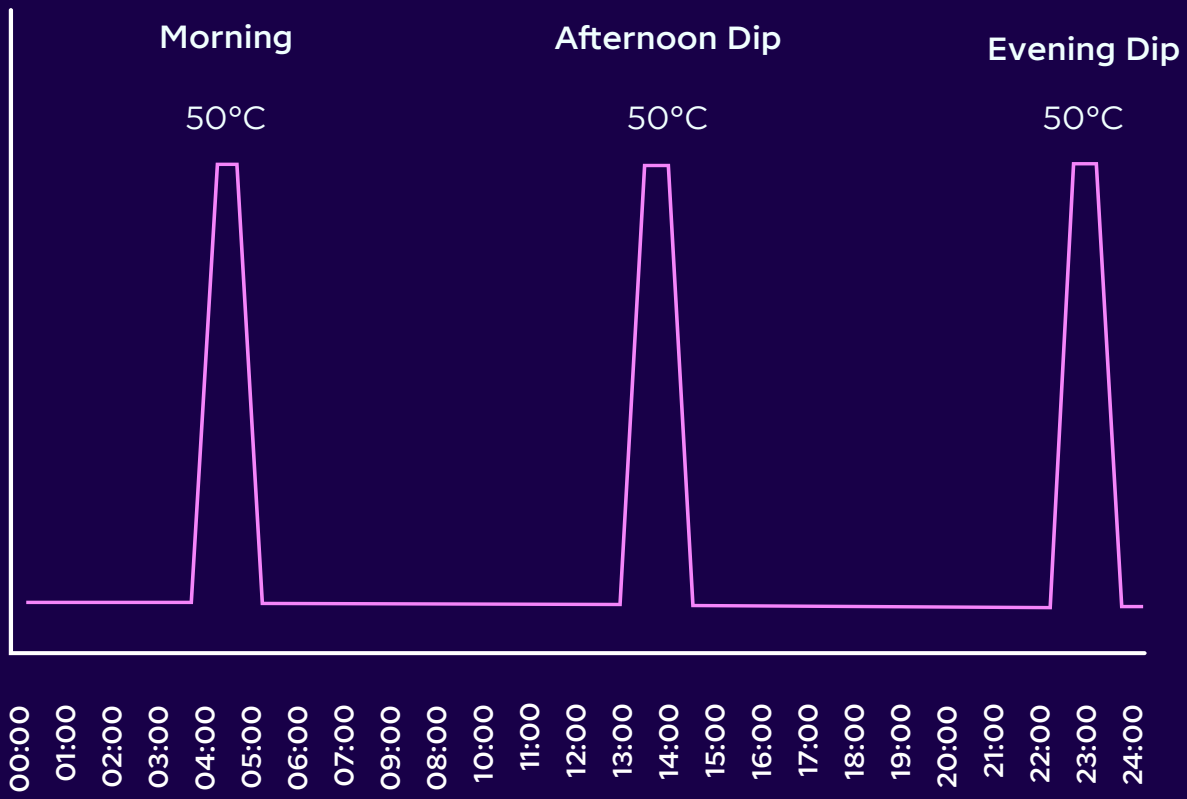
A typical hot water schedule



Morning Dip (4am-5am): Ideal for morning showers – top up your tank and leave enough time to heat your home too.

Afternoon Dip (1–4 PM): Great for evening showers or kids' baths. A **30-minute reheat** keeps water warm for bedtime.

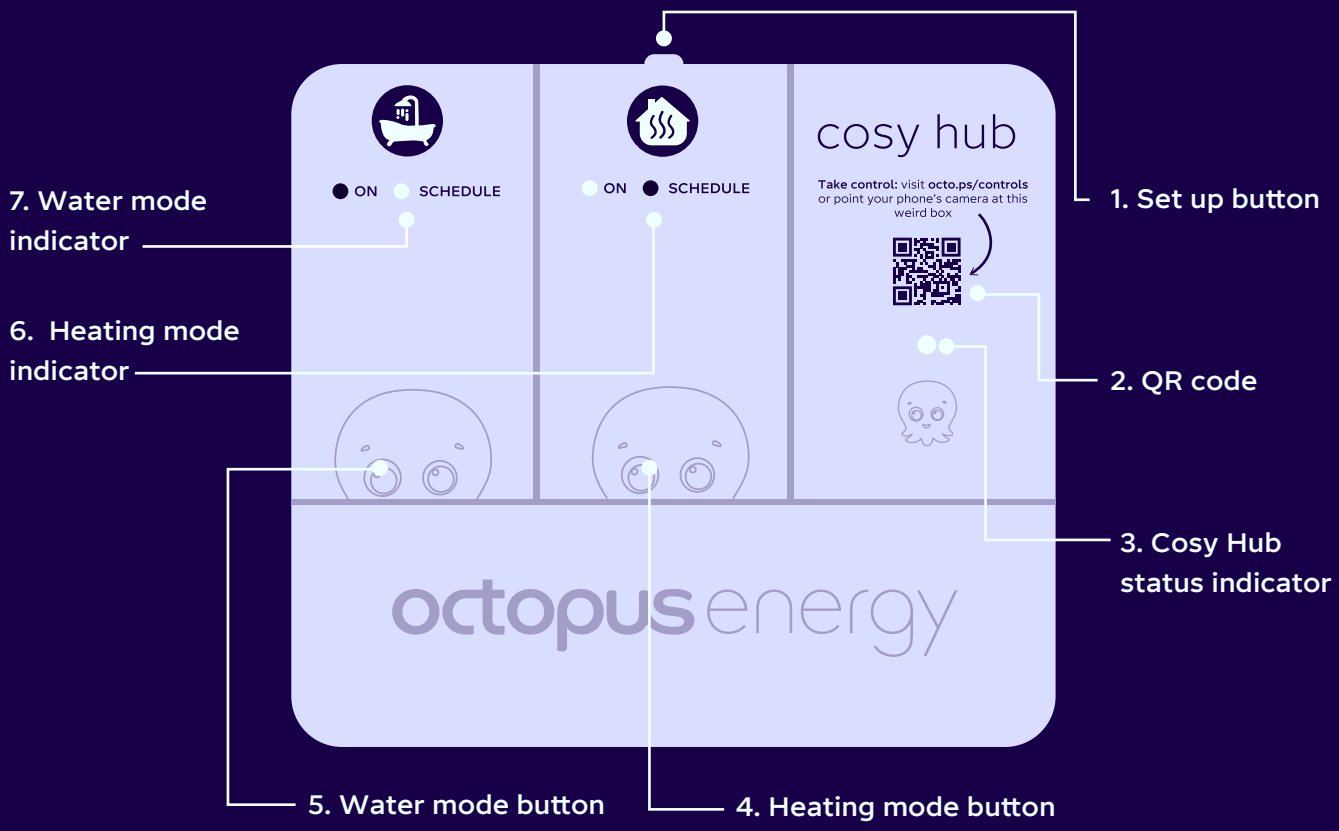
Evening Dip: If you use less hot water at night, wait for this period to heat efficiently. **A 1-hour window** is enough.

If you need extra hot water, our MCS design ensures your cylinder is correctly sized for your property, but if expect you'll need a lot of hot water, follow the tips below so you don't run out:

- **Make sure the hot water is up to your set temperature before everyone starts taking baths/showers.**
- **Extend the heating schedule:** Keep the hot water schedule on a bit longer so your heat pump continues generating hot water as your peak usage period begins.

Your Cosy Hub

The Cosy Hub is a small smart device that sends information back and forth from your heat pump to your app. You'll actually control your heating through the Octopus app, but the Hub itself has easy light indicators so you can check things like connection and heating or hot water mode status.



1. Set up button - Follow the set up instructions in the Octopus app and press when prompted (your installer should walk you through this process too)

2. QR code - Scan to set up your heating controls in the Octopus app. Simply open your phone's camera, scan the QR code, tap the link and follow the setup journey in the Octopus app - the engineer should walk you through this during your install.

3. Cosy Hub status indicator - The colour of the LED will inform you of the status of your Cosy Hub and/or Cosy Heat Pump:

a) Solid white = Cosy Hub is connected & online, everything is working as it should
b) Solid yellow = lost Wifi connection
c) Solid red = primary Cosy Pod disconnected (more on this later)
d) Flashing red = Cosy Heat Pump has a fault

4. Heating mode button - Press to change your heating mode to either 'On', 'Schedule' or 'Off'

5. Water mode button - Press to change your water mode to either 'On', 'Schedule' or 'Off'

6. Heating mode indicator - The illuminated LED indicates whether your heating for "Zone 1" is in 'On' or 'Schedule' mode - the LED will not be illuminated when your heating is in 'Off' mode.

7. Water mode indicator - The illuminated LED indicates whether your water is in 'On' or 'Schedule' mode - the LED will not be illuminated when your water is in 'Off' mode.

Heating Modes

On - Your heat pump is on. It'll start heating if you manually set your target temperature higher than the current temperature in the Octopus app. Turning your heating on from the Cosy Hub will set your target temperature to 20°C by default.

Off - Your heating is off, the default target temperature for this mode is 7°C (frost protect). This means your heat pump will turn on automatically if the indoor temperature falls below 7°C to protect against frost which could damage your home.

Schedule - Your heat pump is running on a heating schedule.

Hot water Modes

On - Your heat pump is on and will keep your water at the default target temperature which can be changed via the settings in the Octopus App.

Off - Your water is off.

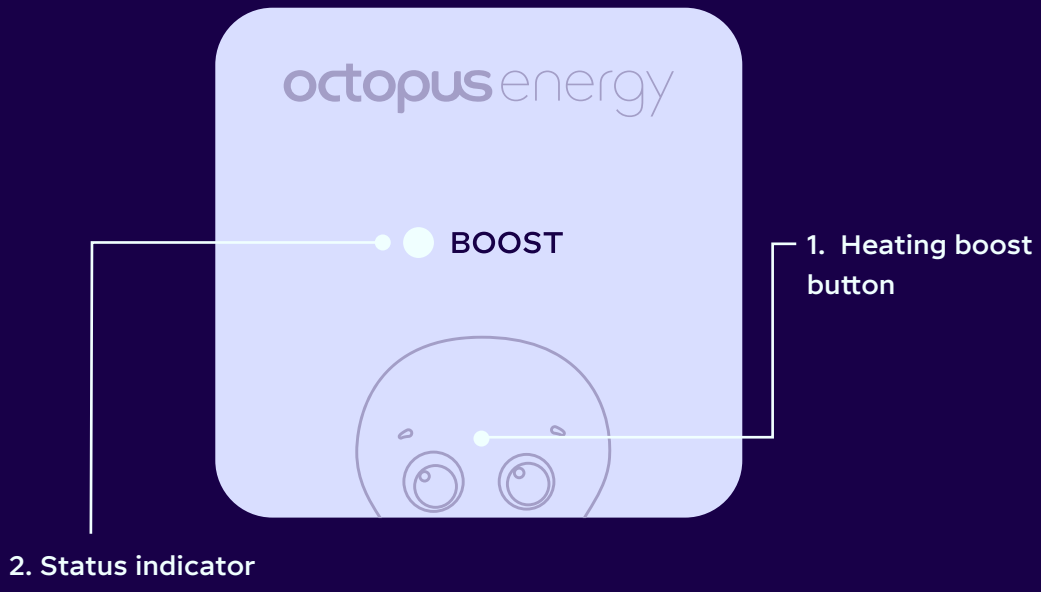
Schedule - Your heat pump is running on a hot water schedule.

Your Cosy Pod

A Cosy Pod is a temperature and humidity sensor that lets you control and monitor the temperature in specific parts of your home.

You'll get up to four Cosy Pods when your heat pump is installed. Each one will be assigned to a room in your home, so you can easily track temperature and humidity via the Octopus app.

In the app, you'll be able to choose one Pod as the "Primary Cosy Pod" for each heating zone in your house (your installer will talk to you about these). When you adjust your desired temperature in the Octopus app, your heat pump will warm the house based on the temperature readings from your Primary Cosy Pod.



1. Heating boost button

Press to switch **"Boost"** on or off.

How heating boost works from a Cosy Pod:

- If the current temperature is below 19°C and you're boosting from your Cosy Pod, the target temperature will automatically set to 21°C for 1 hour.
- If the current temperature is above 19°C and you're boosting from your Cosy Pod, the target temperature will automatically set to 2°C higher than your current temperature for 1 hour.

2. Cosy Pod status indicator

Informs you of the status of your Cosy Pod:

a) Solid red (times out after 15 seconds) = lost connection to Cosy Hub
b) Solid green (times out after 15 seconds) = boost is enabled
c) Fading orange (times out after 3 seconds) = boost is cancelled
d) Flashing red (once every 30 seconds) = low battery
e) Any other colour = please get in touch

3. Batteries

The Cosy Pod is powered by 2x AAA batteries. When the battery is running low, your Cosy Pod will flash red once every 30 seconds. You can track your Pod battery status via the Octopus app.

Built in safety features

We've built in a number of features to make sure that you'll always be completely safe with your Cosy.

High pressure switch

This switch cuts power safely if temperatures get too high or there's an insufficient or blocked flow from the heat pump to your home.

Refrigerant temperature sensor

This sensor makes sure that your heat pump and pipes stay at a safe temperature.

Blocked evaporator sensor

This sensor will spot if the evaporator becomes blocked for any reason, such as leaves or debris blown into the heat pump.

Water flow sensor

This sensor checks that there's a sufficient and constant water flow and will notify you if the flow becomes restricted or blocked.

Fan rotation tachometer

An intelligent fan which uses built in sensors to spot blockages or interference.

Sensor failure

In the unlikely event that any of these sensors fail, smart algorithms will recognise this and bring the heat pump to a safe error state.

Defrost mode

When the Cosy is running in heating mode, ice can begin to build up on surfaces of the heat pump. Your smart Cosy will recognise this and go into defrost mode to melt the ice. The water from the melted ice will fall to the base of the heat pump so it can escape through holes in the base. Your installer will have built a drain to make sure that the water can run safely away from the heat pump and prevent ice building on the ground.

ⓘ Remember, call in our team of Octopus pros if you need support with heat pump maintenance or repair.

User maintenance

Happy heat pump, cosy home

You'll want to keep it running as efficiently as possible so we've put some tips together to help you do just that. The good news is that the Cosy is pretty low maintenance if you keep the airflow path clear, and call in the Octopus pros for maintenance or repair when you need it.

Give it space

Your heat pump needs room to breathe. As a rule of thumb, make sure there is 1.5 metres of clear space in front or above the heat pump and don't store anything behind it - this can cause damage to important parts of the Cosy.

Keep the fan grille clear

Fingers, big or small, shouldn't fit through the fan covering, but other items such as sticks or toys may cause damage to the fan.

Take care when gardening and cleaning

The outer casing of the Cosy is impact resistant and can survive general bumps or knocks, but the back of the heat pump can be damaged easily, so you'll need to take care when gardening or cleaning. If any cracks do appear in the casing or if the evaporator gets damaged, get in touch as soon as possible.

Never open the heat pump covers

To make sure you stay safe and don't cause damage to your heat pump, never open its covers or the fan cap. Your Cosy should only ever be opened by a trained professional. Contact our Octopus pros if you need support.

Contact your supplier if you notice excessive ice build up

Your Cosy will go into defrost mode to remove ice build up, but if you notice that ice continues to build on or inside of your heat pump, call us as there could be a problem. You might need an engineer to get things fixed for you.

Brush away leaves, debris

Use a soft brush to clear away any garden debris such as leaves, bushes, or branches to prevent any potential blockages. Take care when brushing behind the heat pump, particularly around the flow and pipework. While you're there, check the flow and pipes for any leaks or damage and arrange a service if you need to.

Clean away any moss or algae

Over time you may get moss or algae growing on your Cosy. This is nothing to worry about and you can simply remove it with a damp cloth. When wiping, stick to the casing and avoid the fan and pipework as these can be extremely hot or cold and could cause injury.

A soft brush can be used to clean the evaporator at the back of the heat pump. Don't try to clean the evaporator with a cloth or touch it with your hands as it is very sharp and can cause cuts.

Don't worry about rainwater

Your Cosy can cope with rainfall and will work as normal. The rain will pass through the fan, down the airflow path, and into the drip tray where it will drain away through the system built by the installer.

Troubleshooting Cosy

The good news is that it's pretty unlikely that anything will go wrong with your heat pump but if you're worried that something isn't working as it should, contact us for advice.

I've spotted a leak or water isn't draining away

It's normal for heat pumps to create water while operating but this should drain away easily. If you've found a puddle of water check that there's no obvious debris or blockage that can be carefully cleared away. If you can't see anything, or you've spotted a leak, contact your supplier - don't try to fix it yourself.

My heat pump is making a hissing sound

This could be a sign of a leak and your heat pump needing to work extra hard to heat your home. Don't try to fix the leak yourself and give your supplier and call and they'll arrange for an engineer to come and fix the problem.

My heat pump is louder than usual or making strange noises

You'll get used to the way your heat pump sounds when it's working as it should. But sounds that are unfamiliar can tell you that your heat pump needs some attention.

Loud gurgling, grinding or squealing sounds are likely telling you that your heat pump is struggling and has a problem that we'll need to fix.

In colder weather your heat pump will be working harder so it may seem louder than usual. This is especially true if it's one of the first cold days of the year.

My heat pump isn't heating properly

This could be due to loss of electricity supply. Check both the indoor and outdoor units are switched on and check your app is connecting to the system. Next, check your circuit breaker for a tripped circuit. If there's not an issue with either then contact your supplier for advice.

My heat pump is overheating or not cycling correctly

If the heat pump is running constantly your thermostat could be set too high. Check the thermostat temperature and that they're working correctly.

Make sure you check your Cosy Pods to make sure the "Boost" function isn't on. If it isn't, take a look at your Cosy Hub in case there are any fault indications showing. If everything looks to be working with your thermostat and Cosy controllers, contact us for help.

I've noticed a strange smell from my heat pump

Give us a call on **0808 175 1696** and we'll come and have a look.

Troubleshooting Cosy Hub and Pods

Check the Status LED colour on your Cosy Hub and/or Cosy Pod, this will help you identify what might be causing an issue and how you can fix it:

Device	Status LED Colour	Colour meaning	How to fix:
Cosy Hub	Solid yellow	Lost Wifi connection	Make sure your Wifi router is switched on and working, your Cosy Hub should automatically try and reconnect
Cosy Hub	Solid red	No primary pod found in one of your heating zones	Head to the Octopus app to identify which Primary Pod has disconnected (you'll have one primary pod per heating zone). Here's what you can do to get your Primary Pod back online: Check the battery level of your Primary Pod via the Octopus app and change the batteries if required (you will need 2 x AAA batteries). Move your Primary Cosy Pod within 5 metres of your Cosy Hub. If you have more than one pod per heating zone, you could simply nominate a Pod that is online to become your Primary Pod - you can do this via the Octopus app.

Device	Status LED Colour	Colour meaning	How to fix:
Cosy Hub	Flashing red	Cosy Heat Pump has a fault	Give your supplier a call
Cosy Pod	Solid red (times out after 15 seconds)	Lost connection to Cosy Hub	Move your Cosy Pod within approx 5 metres of your Cosy Hub and they should automatically try and reconnect.
Cosy Pod	Cosy Pod Flashing red (once every 30 seconds)	Low battery	Check the battery level of your Primary Pod via the Octopus app and change the batteries if required (you will need two AAA 1.5V Alkaline batteries - please don't use rechargeable batteries).

Specifications

Model	Cosy 6	Cosy 9
Nominal capacity kW	6 kW	9 kWA
Coefficient of Performance | A7/W35*	4.29 @ 5.63kW - EN14511	4.65 @8.1kW - EN14511
Coefficient of Performance | A7/W65*	2.71 @ 5.2kW - EN14511	2.96 @ 7.9kW - EN14511
Length	855mm	855mm
Height	1125mm	1375mm
Depth	595mm	595mm
Volume	0.572m3	0.699m3
Weight	100mm	125mm
Sound Power Level - Heating, A7W35	53 dB(a)	56 dB(a)
Sound Power Level - Heating, A7W55	56 dB(a)	56 dB(a)
Maximum flow temperature	70c	70c
Maximum operating pressure	32 bar	32 bar
Maximum operating flow	25 L/m	25 L/m
Minimum volume flow	7 L/m	7 L/m
Minimum system volume	72 L	87 L
Refrigerant type	R290	R290
Refrigerant charge weight	0.65kg	0.83kg
Electrical supply	230V/1ph/50hz	230V/1ph/50hz
Starting technology	Inverter	Inverter
Compressor type	Scroll	Scroll
Compressor oil type	HATCOL 4467	HATCOL 4467
Pipe connections	G1" flat face	G1" flat face
Rated max current	16 Amps	20 Amps
MCB type	B Curve	B Curve
RCD type	B	B
Maximum cable length (Modbus)	50	50
IP rating	IPX5	IPX5
Fan maximum input power	170	170
Fan maximum rotor speed	760	970

***Conforms to EN14511 standard**

Octopus Energy Heating Limited declares that the radio equipment types IC1 and RS1 comply with UK SI 2017 No.1206 and EU Directive 2014/53/EU. Full declaration text available at: octopus.energy/blog/Cosy-Octopus-heat-pump/. Max. radiated power: <20dBm. Frequency: 2400 - 2483.5 Mhz.

Safety information

Unlike gas boilers, heat pumps don't burn fossil fuels to produce heat, making them safer to use. But there are few things that you should keep in mind to help you and your home stay safe.

Kids aged 8 and up, as well as those with reduced physical, sensory, or mental capabilities, can use the Cosy but please make sure they've been taught how to use it, understand the risks and are supervised. Children shouldn't play with the Cosy, and any cleaning or maintenance should be done by an adult.

Call in the professionals

Please call our team of Octopus pros (see page 20) for all servicing and repairs.

Don't remove any covers or perform any maintenance yourself. The inside of a heat pump gets extremely hot and can cause severe burns even after the unit is switched off. Damage to the covers or supply cord could lead to an electric shock.

No tampering

Do not tamper with your heat pump or pipework in any way and avoid any cutting, piercing, burning, or grinding near your pipework. If you notice a leak, never try to stop this yourself, the refrigerant will cause severe burns and frostbite.

Keep away from fire

Your new heat pump doesn't burn fossil fuels but it does contain flammable materials. Keep it well clear of open flames, smoke and anything that could start a fire, including things like barbecues, patio heaters, and fireworks.

Take care with ice build up

If there's ice build up on your heat pump, don't interfere or try to speed the defrosting process. Your heat pump uses refrigerants which may not contain an odour, but are harmful to touch. See page 19 for more details on ice build up. Take care when cleaning following our advice found on page 20 and 21.

Contact us

The quickest and easiest way to get in touch is by dropping us a line at after-care@octopusenergy.services. We answer emails 7 days a week, so we'll get back to you asap.

You can also ring our freephone helpline on **0808 175 1696**. Open **8am – 8pm Monday to Saturday, 10am - 6pm Sunday.**