



VOKÈRA AFFINITY 20 HEATING SEASON ACCELERATOR

TERMS AND CONDITIONS

UK ONLY | 1st September 2026 |

To celebrate 20 years of the Vokèra Affinity Loyalty & Reward Programme ("Affinity Programme"), Vokèra Limited is running the Affinity 20 Promotion 2026 throughout 2026.

It is now pleased to announce the Affinity 20 Heating Season Accelerator ("Heating Season Accelerator"), a short-term bonus points promotion running during the Affinity 20 celebratory year. It runs alongside the Affinity 20 Promotion 2026 ("Affinity 20 Promotion") but does not replace, amend or alter the Affinity 20 Promotion, the Monthly Prize Draws or the Grand Prize Draw, which continue to operate under their own separate terms and conditions (which can be accessed here).

For the avoidance of doubt, the Heating Season Accelerator:

- Does not change the Monthly Prize Draw mechanics, the Grand Prize Draw mechanics or the 12-registration qualification requirement for the Grand Prize Draw.
- Does not award any additional Monthly Prize Draw or Grand Prize Draw entries.
- Does not create a new route into the Monthly Prize Draw or the Grand Prize Draw.

The Heating Season Accelerator is a points-only bonus promotion.

By participating in the Heating Season Accelerator, you will be treated as agreeing to these Terms. If you do not agree to these Terms, please do not participate in the Heating Season Accelerator. The Promoter (as defined below) reserves the right to refuse to award Heating Season Accelerator bonus points to anyone in breach of these Terms.

1. PROMOTER

1.1 The promoter of the Heating Season Accelerator is Vokèra Limited (a company registered in England and Wales with company number 01047779) whose registered office is at 2 Falcon Gate, Shire Park, Welwyn Garden City, AL7 1TW, United Kingdom ("Promoter" or "Vokèra").

2. PARTICIPANTS

2.1 The Heating Season Accelerator is only open to installers of Vokèra and Riello products who are over 18 years of age, registered members of the Affinity Programme at www.vokeraaffinity.co.uk and eligible to participate in the Affinity 20 Promotion.

2.2 Contractors, distributors and any party receiving contract support from Vokèra are not eligible to participate.

2.3 A participant who is eligible to participate in the Heating Season Accelerator (as outlined above) is referred to in these Terms as a "Participant".

3. PROMOTION PERIOD AND TERRITORY

3.1 The Heating Season Accelerator runs from 1 September 2026 to 31 December 2026

inclusive ("Accelerator Period") after which it will come to an end.

3.2 The Heating Season Accelerator applies to qualifying installations in the United Kingdom only (i.e. Great Britain and Northern Ireland).

3.3 To count towards the Heating Season Accelerator the installation must:

- Involve the installation of Accelerator-Eligible Products (as explained in paragraph 4 below) which are purchased from participating merchants located in the United Kingdom; and
- Be installed in the United Kingdom; and
- Be installed the Accelerator Period; and
- Be registered within 30 days of the date of installation.

3.4 Installations carried out during the Accelerator Period may still qualify if they are registered after 31 December 2026, provided they are registered within 30 days of the date of installation.

3.5 The final registration deadline for an Accelerator-Eligible Product installed on 31 December 2026 is 30 January 2027.

4. ACCELERATOR-ELIGIBLE PRODUCTS

4.1 The Heating Season Accelerator applies only to the following selected eligible product ranges ("Accelerator-Eligible Products"):

- **Vokèra Vibe MAX.**
- **Vokèra Synergy.**
- **Vokèra Pinnacle.**
- **Riello NXHM Air Source Heat Pumps.**
- **Riello Condexa HPR.**

4.2 Vokèra Easi-Heat i does not count towards the Heating Season Accelerator but it continues to be part of the Affinity Programme and remains an eligible product under the terms of the Affinity 20 Promotion.

5. HOW TO QUALIFY FOR BONUS POINTS

5.1 To qualify for Heating Season Accelerator bonus points, a Participant must install at least 3 Accelerator-Eligible Products in the same calendar month during the Accelerator Period, and each product must be registered within 30 days of the date of installation.

5.2 The relevant calendar months are September, October, November and December 2026.

5.3 Qualification is based on the date of installation, not the date of registration.

5.4 Installations cannot be combined across different calendar months to reach a monthly threshold.

5.5 The bonus structure is:

- **1–2 Accelerator-Eligible installations in a calendar month: no bonus points.**

- **3–4 Accelerator-Eligible installations in a calendar month: 300 bonus Affinity points.**
- **5 or more Accelerator-Eligible installations in a calendar month: 750 bonus Affinity points.**

5.6 Bonus points will be awarded per qualifying calendar month, and a Participant can qualify for bonus points in more than one calendar month during the Accelerator Period.

5.7 For example:

- If a Participant installs one Accelerator-Eligible Product in September, one in October and one in November, they will not qualify for any bonus points because they have not reached the minimum of 3 Accelerator-Eligible installations in any one calendar month.
- If a Participant installs one Accelerator-Eligible Product in September, three in October and four in November, they will receive bonus points 300 bonus points for October and 300 bonus points for November.
- If a Participant installs one Accelerator-Eligible Product in September, two in October and five in November, they will receive bonus points 750 bonus points for November.

5.8 Heating Season Accelerator bonus points are awarded in addition to any standard or enhanced Affinity points earned under the Affinity Programme or the Affinity 20 Promotion, where applicable.

6. CALCULATION AND AWARD OF BONUS POINTS

6.1 All qualifying installations will be checked, and all Heating Season Accelerator bonus points will be calculated, after the 30-day registration window has closed for all qualifying installations carried out during the Accelerator Period, i.e. after 30 January 2027.

6.2 All bonus points will be awarded to Participants in February 2027. This will be done by notifying them directly via their registered Affinity account contact details, once the bonus points have been added to their Affinity account.

6.3 Bonus points can be redeemed in line with the standard Affinity Programme reward options available to the Participant at the time of redemption.

7. VERIFICATION AND GENERAL TERMS

7.1 The Promoter reserves the right to verify the identity, eligibility and qualifying installation details of any Participant and to take reasonable steps to prevent fraudulent or invalid claims.

7.2 The Promoter may require evidence of installation, product details, merchant purchase details or any other information reasonably required to verify a claim.

7.3 Bonus points may be refused or removed where the Promoter reasonably believes that a claim is invalid, incomplete, fraudulent, duplicated, submitted late, or otherwise in breach of these Terms or the Affinity Programme terms.

7.4 The Promoter may withhold or remove bonus points where an installation has been cancelled, returned, reversed, duplicated or otherwise invalidated.

7.5 Any rewards received through the Heating Season Accelerator may be considered taxable benefits. Participants are responsible for determining any tax liability arising from participation and for paying any such taxes. Vokèra recommends that Participants seek independent tax.

7.6 If a Participant claiming a reward is an employee or subcontractor of a company, they are responsible for ensuring that they participate in the Heating Season Accelerator and receive any rewards with the full knowledge and consent of the company.

7.7 Personal data supplied in connection with the Heating Season Accelerator will be processed in accordance with the Promoter's privacy policy, available at: <https://www.vokera.co.uk/privacy-policy/>

7.8 The Promoter reserves the right to withdraw, cancel, suspend or amend the Heating Season Accelerator only where continuation in its present form becomes impossible due to circumstances beyond its reasonable control, and where no alternative solution is reasonably available. In such cases, the Promoter will act fairly and take reasonable steps to avoid unnecessary disappointment.

7.9 The Promoter shall not be liable for any interruption to the Heating Season Accelerator where such interruption is caused by circumstances outside its reasonable control. The Promoter will take reasonable steps to minimize disappointment in such situations.

7.10 The Promoter accepts no responsibility for any registrations or claims which are not successfully completed due to a technical fault, including any technical malfunction, computer hardware or software failure, satellite, network or server failure of any kind.

7.11 The decision of the Promoter regarding any aspect of the Heating Season Accelerator is final and binding and no correspondence will be entered into about it.

7.12 Insofar as is permitted by law, the Promoter, its agents or distributors will not in any circumstances be responsible or liable to compensate any Participant or accept any liability for any loss, damage, personal injury or death occurring as a result of taking up any reward except where it is caused by the negligence of the Promoter, its agents or distributors or that of their employees. Your statutory rights are not affected.

7.13 The Promoter reserves the right to amend these Terms only in the event of unavoidable circumstances outside its reasonable control and where such amendment does not materially disadvantage Participants or alter the fundamental nature of the Heating Season Accelerator.

7.14 In the event of any conflict between these Terms and the Affinity 20 Promotion Terms and Conditions, only these Terms shall apply in respect of the Heating Season Accelerator.

7.15 Nothing in these Terms affects the operation of the separate Affinity 20 Promotion, the Monthly Prize Draw and/or the Grand Prize Draw all of which are subject to the separate provisions set out in the Affinity 20 Promotion Terms and Conditions.

7.16 These Terms are governed by English law.

7.17 If any Participants in the Heating Season Accelerator wish to take court proceedings, then they must do this within the courts in the United Kingdom.



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