



CALOR

Come home to all the comforts of gas
It's easy with Calor





Calor makes living off-grid easy - no matter where you live

If you're looking to upgrade your home heating or build a new home in the country, now's a great time to consider Calor.

We offer all the simplicity and controllability of gas for those living 'off-grid', without access to mains gas. This means you can still enjoy the convenience of gas to heat your home, deliver hot water, cook your meals ... and much, much more.

However, the benefits don't end there. Not only is LPG cleaner than most fuels, when you switch to Calor you can hide your fuel tank out of sight. You also do not have to worry about ordering your fuel as our auto-ordering technology does this for you. We make LPG deliveries every day of the year and you can even choose to go greener with renewable BioLPG, available exclusively from us.

Experience all the benefits of Calor LPG

- Instant and easily controllable heat.
- Greener and cleaner than many alternatives.
- Modern, highly efficient and compact boilers.
- Cook on gas.
- Auto-ordering technology – monitors fuel levels and automatically schedules your next delivery.
- Storage to suit your home – range of storage options.
- Low risk of fuel theft.
- No fuel tank to buy – we even maintain it for you.



What makes Calor so good?

Switching to Calor brings a whole range of additional benefits.



Dedicated fleet

We have the largest LPG delivery fleet in the UK delivering gas 365 days a year.



We're local

We're proud to be a local supplier with Calor sites situated all around the UK.



Customer happiness

We're committed to the highest levels of service, encouraging customers to share their experiences so we can continually meet their needs.



Expert installation

We have our own team of specialist engineers to specify and install your gas supply, as well as working with a trusted network of LPG qualified Gas Safe Registered heating engineers.



Safety

This is our number one priority. That's why we conduct, on average, more than 9000 tank safety checks up and down the UK every year.



Switch quick

It's probably easier than you think to install Calor LPG. Our team of experts will guide you through the whole process.



Renewable fuel solution

If you're looking to go greener, here's some great news. We are the only company in the UK to offer BioLPG. Made from renewable sources, it could reduce your greenhouse gas emissions from home heating by 38% compared to heating oil.*



Supporting rural communities

We've been caring for rural communities since 1935 – and we're still going strong. Our Calor Rural Community Fund provides grants to off-grid community projects in need of funding, while our dedicated Calor colleagues devote 1000s of working hours to rural projects all over the UK.

* Atlantic Consulting; 2017



The switching process – what to expect

We'll do everything we can to ensure your gas installation goes smoothly and we'll have you up and running with gas in no time.

We'll take care of it

You don't have to worry about organising your own tank installation – leave it all to us. We'll work closely with your LPG heating Installer to ensure the installation of both your LPG storage and boiler is seamless.

Need an Installer?
You can find a local GasSafe LPG boiler Installer on our Find an Installer Tool, just visit calor.co.uk/findaninstaller

1

Contact us

Our reliable, highly rated LPG service may cost less than you think. If you haven't already done so, you can get a free, no-obligation quote on our website or by calling 0800 626 626.

2

Appointment

One of our home energy experts will discuss in detail with you your options and may need to visit your home to ensure you get the best solution.

3

LPG boiler

Your LPG boiler Installer will be able to recommend the most suitable LPG boiler for your needs, along with the cost to supply and install.

4

Gas installation

We'll install the LPG tank and external pipework, while working closely with your boiler Installer to ensure a seamless install experience.

More ways to make life easier

Our aim is to make lives more simple. That's why we offer everything from automatic ordering to fixed pricing:



Calor account online

Manage all aspects of your account with one click of a mouse.



Local and reliable delivery

As the UK's largest LPG supplier, we have a wide range of delivery vehicles, as well as local delivery centres nationwide, so we can get your gas to you when you need it.



Easy payment

There are several ways you can pay for your gas: credit or debit card, cheque or bank transfer. You could even pay over the phone, or spread the cost of your bill evenly throughout the year using a fixed monthly Direct Debit.



Auto-ordering technology

No need to worry about having to re-order your gas. Our system monitors the levels of gas left in your tank and automatically tells us when a top-up is needed.



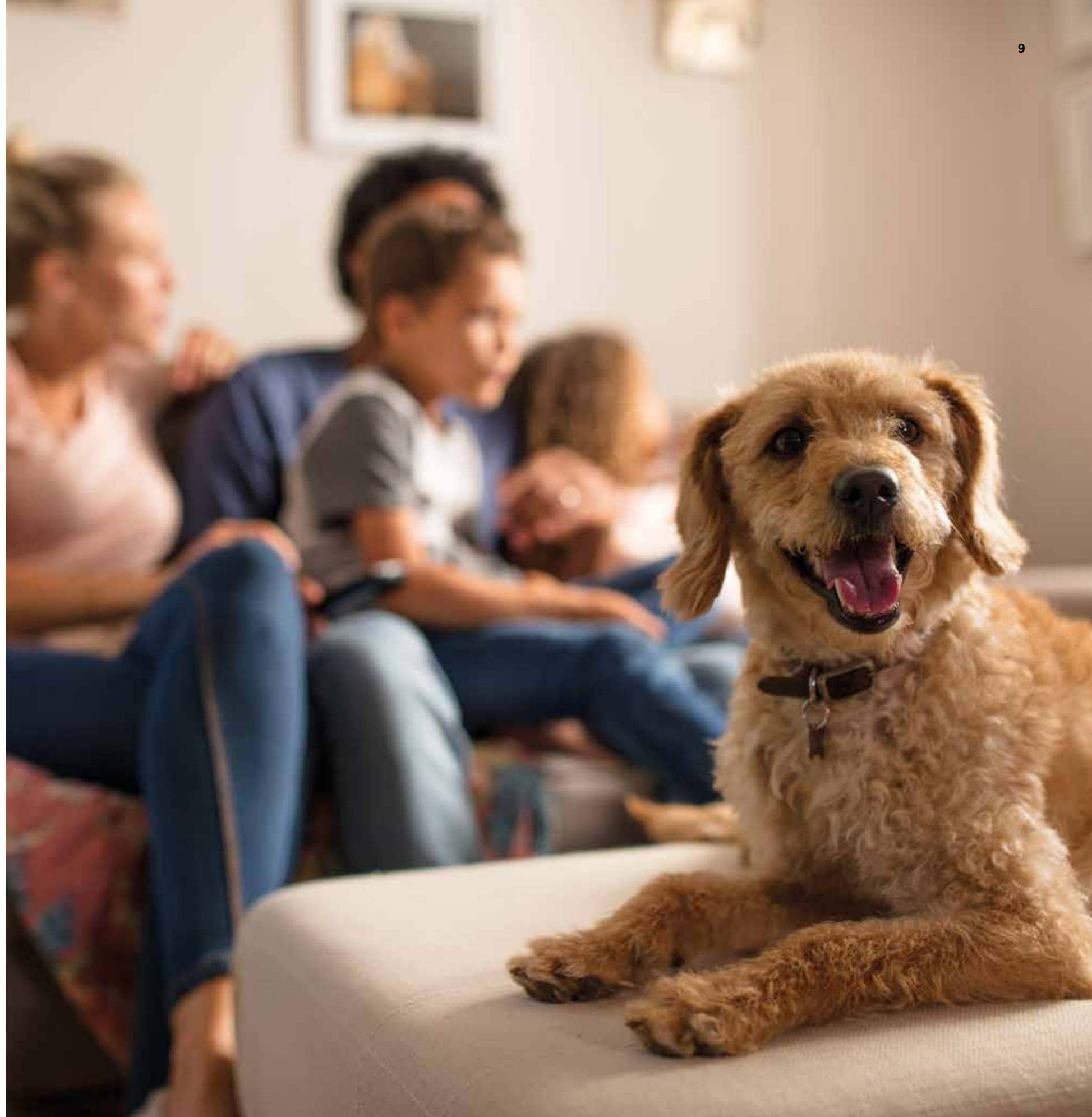
Calor customer benefits

We offer customer discounts on a range of products and services as well as 'Recommend a Friend' incentives for family or friends who choose Calor.



Stable and fixed prices

We continually monitor our gas prices and offer you the opportunity to fix your price for a set period of time.



Introducing BioLPG – it's LPG but not as you know it

Did you know that conventional LPG is the greenest of all fossil fuels – emitting 20% less carbon per kWh than oil?¹ And now you can reduce your carbon footprint even further with BioLPG. BioLPG is produced from a mix of sustainably sourced renewable and waste materials and is now exclusively available to Calor customers on our Green Price Plan.



Lower emissions

Reduce your greenhouse gas emissions by at least 38%² vs heating oil.



Renewable tariff

Available on a 40% renewable tariff – 40% of the LPG you receive will be from renewable sources³.



Existing delivery methods

Delivered the same way as conventional LPG.



Sustainably sourced

Made from a range of renewable and sustainably sourced raw materials.



Easy to use

Works with all conventional LPG appliances such as boilers, cookers, hobs and fires.



Fully certified

Validated by the Green Gas Certification Scheme⁴.

Interested in finding out more?
Visit calor.co.uk/biolpg-home
or call 0800 626 626

¹Atlantic Consulting 2009

²Atlantic Consulting 2017

³For home energy users, the BioLPG is mixed with conventional LPG in a 40% BioLPG / 60% conventional LPG mix, meaning you'll be on a 40% renewable energy plan

⁴Information about the Green Gas Certification Scheme can be found at greengas.org.uk



Calor in the community

Here at Calor, we like to give something back to the community.

Calor Rural Community Fund

We offer rural off-grid communities the chance to gain funding for projects aimed at improving local life.

Whether you're looking to redecorate your community centre or village hall, buy new equipment for a youth club or scout group, we'd like to know.

The Calor Rural Community Fund opens annually and projects can apply using our online application form. The projects that receive the most votes from the public are shortlisted, then further considered by a panel of impartial judges who will select the winning entries.

We have been lucky enough to provide support for a number of projects all around the UK and we can't wait to help more projects in the future.

Find out more at calor.co.uk/communityfund



Start from the Heart

Each year, every Calor employee is entitled to dedicate one working day to volunteering for a local cause. We call this Start from the Heart. Over the years, we have been able to support a whole host of local projects, including transforming community gardens, donating and wrapping Christmas presents for underprivileged children and tree planting.

Gas appliances for your home and garden

We do more than just supply gas. We also offer the latest home appliances and, if a cylinder is required, the right gas cylinder to fuel it.

Cooking on gas

Calor puts all the control of gas at your fingertips. Our range of LPG-ready cooking appliances has something for everyone – from basic single ovens to the latest cooking ranges, hobs and electric hoods. With our cooker widths from 50cm to 110cm, we've also got any space covered too.

BBQs and patio heaters

From barbeque novice to fully fledged expert, we have a full range of gas BBQs and accessories available. Plus, why not make the most of the great outdoors all year round with one of our patio heaters.

Tumble dryers

If you don't know about gas tumble dryers then you're really missing out. They cost around a quarter less to run than an electric condenser dryer¹, stop the build-up of static in clothing and reduce the need for ironing. They're even 40% greener than an electric dryer².

Portable heaters

Portable gas heaters make an elegant addition to any home or outbuilding. From a stylish flame effect heater to something more economical to run, we have the heater for you.

Ordering your gas bottles

Buying propane, butane and patio gas bottles online or by phone is easy. Better still, your local Calor stockist will deliver them direct to your door.

**To order a gas bottle call 0800 662 663
or visit our shop online at calor.co.uk**

¹Costs calculated using standard price of electricity (Sutherland Tables, July 2015) and Calor's standard price of LPG. ²CO₂ savings calculated by manufacturer.



**To see our full range of appliances,
visit our online shop at calor.co.uk
or call 0800 181 4512.**





Getting the right storage for you

As the UK's leading LPG supplier, we've helped 1000s of people choose the right gas storage option. Now, you can rely on all that experience and know-how to help you too. Every storage option comes with its own benefits.



Underground tank

- Installed underground out of sight – all you see is a circular green cover giving the driver access to the tank.
- Fitted with auto-ordering technology*.



Above-ground tank

- Sage green to help blend into the surroundings.
- Fitted with auto-ordering technology*.



4-pack cylinders

- 4 x 47kg gas cylinders are installed, with cylinders connected in two pairs.
- Ideal if you have a smaller fuel requirement, don't have space for a bulk tank, or have restricted access.

When deciding which gas storage option is most suitable for you and your home, there are a few considerations, however our experienced team will happily discuss these in detail with you. What's more, your tank installation can be undertaken by our in-house engineering team; so you don't have to lift a finger.

Auto-ordering technology

Calor tanks are fitted with a telemetry device which measures how much gas you have left. When you're running low, it alerts us to schedule a delivery.

Safe and secure

There's also no tank purchase costs as the tank remains our property and our responsibility, which means we look after it for a nominal fee** and check it every time we make a delivery. Plus, theft from an LPG tank is almost impossible.

You can find out more information on each of our storage options overleaf.

*Auto-ordering technology subject to having an acceptable GSM signal.
**Tank rental charged on daily basis.



Underground tank

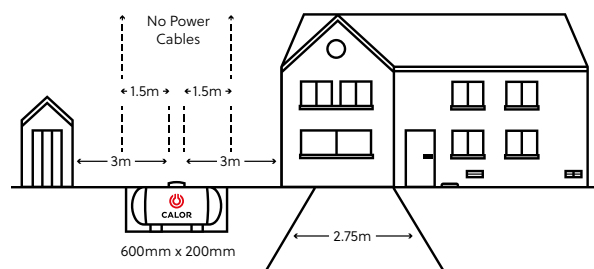
An underground tank is installed below ground so all you see is a small circular green cover which gives the delivery driver access to the tank.

Location of the tank

The turret of an underground tank must be positioned 3m away from buildings, boundaries, fixed sources of ignition and unsealed drains or gullies. Tanks also must be positioned 1.5m away from any overhead electricity cables.

Installation of the tank

- We ask for a space of around 3m around the excavation area, as during installation we need to safely store the spoil and have access for our equipment. The excavation must also be 2m away from neighbouring buildings.
- Once your LPG tank has been installed, the land above the tank may be turfed, shingled, etc; however, no continuous concrete or tarmac covering can be used.
- The area immediately around your tank should remain clear of debris, overgrown vegetation and fixed sources of ignition such as barbecues.



Above-ground tank

An above ground tank is sage green to help it blend into its surrounding and is usually installed on a concrete or prefabricated base. There are a range of sizes available, depending on space and usage requirements. The footprint of a standard 1200-litre above-ground tank is 2m by 1m.

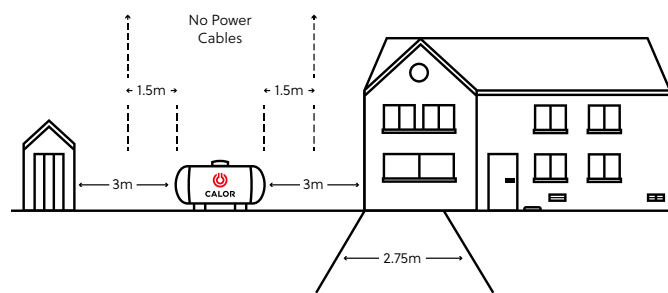
Location of the tank

Your tank must be positioned 3m away from buildings, boundaries, fixed sources of ignition and unsealed drains or gullies. Tanks also must be positioned 1.5m away from any overhead electricity cables.

If your property does not allow these distances to be met, the use of a firewall can reduce the separation distance on one side of the tank from 3m to between 1m and 1.5m. A firewall could be: a garden boundary wall, the gable end of the house or side of a garage if there are no doors, windows, or air bricks. We advise that a fire wall is specified by a Calor Representative.

Installation of the tank

Once your LPG tank is installed, the area surrounding needs to be kept free from debris, overgrown vegetation, trees, sheds or fences within 3m. Your tank can be shielded from view using an appropriately designed and maintained screen, if desired, although the screen must be a minimum of 1m from the tank and cannot hinder tank ventilation.



4-pack cylinders

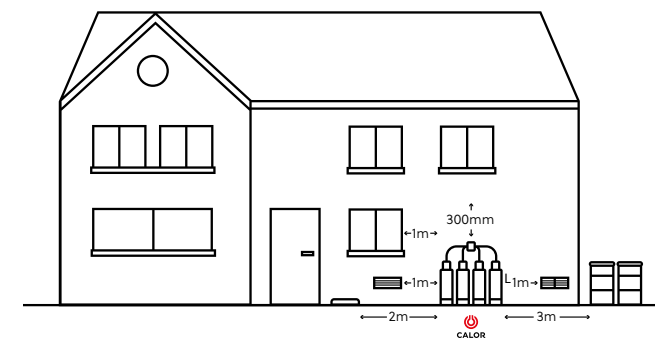
If you don't have the room for a tank, our gas bottle solution could be the one for you. Our gas bottle installations take up less space, making them a great solution if you don't want, or can't have, an LPG tank.

Four of our 47kg gas bottles hold around 370 litres of gas. They can supply central heating systems of up to 30kW and also power appliances like gas cookers and fires.

Calor cylinders are connected in two pairs, so when one pair is empty, the change-over valve automatically switches to the second pair, giving continuous gas supply. They can also be housed in an optional, secure storage case.

While gas bottles can be placed almost anywhere, there are a few requirements:

- Gas bottles must be sited against a wall or building structure with at least 30 minutes fire resistance.
- They must be positioned on firm, level ground in a well-ventilated area, where they are reasonably protected from accidental damage or interference and remain accessible at all times.
- Propane bottles must be stored outside, and not in cellars, basements or sunken areas.
- There needs to be a minimum of 1m horizontally from the nearest gas bottle valve to fixed sources of ignition, unprotected electrical equipment, excessive heat sources or doors, air bricks, ventilation ducts, flue terminals and open windows.
- There needs to be a minimum of 2m horizontally from the nearest gas bottle valve to untrapped drains, unsealed gullies and openings to cellars.
- The area around your gas bottle needs to be kept clear of litter, vegetation or flammable materials.



Calor cylinders are supplied and delivered by your local Calor Centre, or Calor dealer and can be easily installed by an LPG qualified local heating installer.



Tank pipework

To get the gas from the tank to your house, a gas pipe will need to be laid along a prepared trench in your garden to the outside wall of your home.

Your tank requires a minimum trench of a spades width for the pipework to the house. There must not be any cables or services (including water pipes) within this excavation area. Alternatively, our 'moling' technology allows us to run pipes underground while minimising the need for digging in the garden. The gas pipe enters your property above ground, and includes an emergency control valve. Your internal pipework will connect the valve to the boiler and any other appliances.

Delivery considerations

For both tank options, our delivery truck needs to be able to park in a safe location when making your gas delivery. There needs to be a minimum access road and gateway width of 2.75m.

Your gas tank also needs to be accessible for deliveries. When your tank is being filled your delivery driver will need to be able to see the delivery vehicle from the tank. We call this 'line of sight'. The delivery truck has up to 40m of usable hose.



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