



## **Heating & Ventilation Certification Associates**

### **Support Desk Services to its Members**

H&VCA provides support services exclusively to members of the H&VCA Energy Assessor's Scheme. Our support team is committed to delivering high quality customer service and support to all Scheme members.

### **Hours of Service**

The Support Desk service will be available between the hours of 09:00 and 17:00 GMT, Monday to Friday.

After hours support is not guaranteed, emails received after 17:00 and before 09:00 Monday to Friday, as well as the weekends, will be dealt with the next working day. Additionally, the Help Desk will be unavailable during major UK holidays. This includes after hours support.

### **Contacting Us**

The Support Desk service can be accessed **only** by email: Any member who calls will be asked to email the query. The email address is [support@hvca-ltd.co.uk](mailto:support@hvca-ltd.co.uk)

The following information **MUST** be included in the body of the email:

- Members full name
- Client company name
- H&VCA Number, and
- A detailed description of the issue