



### ThermoSphere CONNECT Member and Master membership details

		
	Just Sign-up	Complete 10 installations
Earn rewards on purchases	✓	✓
Replacement next day delivery (over £150)	✓	✓
Onsite support (per year) * <sup>1</sup>	x 1	x 10
Accidental damage cover (per year) * <sup>2</sup>	x 3	x 10
Telephone support	✓	✓
Marketing support material	✓	✓
Online training	✓	✓
Live video support	✗	✓
Face to face training and development	✗	✓
Access products prior to launch	✗	✓
Invites to exclusive events	✗	✓

<sup>1</sup> We understand that a telephone or video call won't cut the mustard all the time. If we can't help fix the technical fault over the phone, we will send one of our experts to the site to identify and help fix the problem. But remember, it must be during the installation process – before levelling compound or floor finish is applied.

<sup>2</sup> Accidents happen, we understand that. If you accidentally cut some underfloor heating cable or crack the glass on a thermostat, don't worry. Just send an email to [hello@thermosphere.com](mailto:hello@thermosphere.com) with a photo of the damaged product and proof of purchase and we will send a replacement. (Available after 3 claimed installations).