



# Top-Up Service

Pre-planned orders  
for the year



Local delivery  
service



Dedicated support  
staff



Monthly Direct  
Debit Payments





The easiest way to ensure you have a  
steady supply of Heating Oil...

... enjoy peace of mind knowing your tank will be  
topped-up throughout the year

# Scheduled Heating Oil Deliveries



## **Top-up is a free service offered to heating oil customers:**

It's our way of ensuring you have a steady supply of heating oil. Under the Top-up service we arrange for your oil storage tank to be filled throughout the year, meaning you can relax knowing your tank will be regularly topped up, and less likely to run dry.

## **Delivery schedule personalised to your needs:**

Using your purchase history as a guide, our team will estimate when you will be due for a fill of your tank, and will place an order for you.

It is important to remember that you will still need to regularly check your oil level. Changes in your household or the weather could mean you are using more or less oil than we have anticipated. If this is the case let us know and we can amend your delivery schedule.

## **Support from our dedicated top-up team:**

Our team will guide you through the top-up process, offering on-going expert advice & support as required.

# The Benefits of Joining Top-Up

## Easily manage your heating oil supply with Gleaner's Top-up service:

- **Convenience** - We will take care of placing orders on your behalf when we estimate you'll be due to take a delivery.
- **Flexibility** - The dates of your deliveries can be easily changed to accommodate your requirements if you find you are using more or less fuel.
- **Free & easy to set-up** - Top-up is a free service offered to all our heating oil customers. Simply let your us know should you wish to join the Top-up service and our team will take care of organising everything.
- **Pay by monthly Direct Debit** - Split the cost of your heating oil order into manageable monthly payments.

## Top-up is available to all existing heating oil customers:

If you are a new customer to Gleaner, you will be eligible to join the Top-up service from your second order with us. As a new customer we will not have a purchase history for you and usually scheduled deliveries for every 90 days. We would require you to work with us to monitor your usage.



# Extended Top-Up Service



Enjoy added peace of mind with our boiler maintenance services & extended top-up service

## **Boiler Maintenance Services:**

Our OFTEC approved engineers carry out breakdown and annual maintenance checks on oil fired boilers and cookers. We also offer fixed term tank rental agreements and oil monitoring devices.

Services vary depending on location, please call 01343 557 435 for more information.

## **Extended Top-Up Service:**

Under our extended top-up service we will remotely monitor the level of oil in your fuel storage tank using a Watchman Anywhere Pro telemetry device.

An order will be placed for you when the Watchman shows that your oil level is getting low and you require a fill of your tank. Therefore taking the hassle out of remembering to regularly check how much oil you have.

The Watchman Anywhere Pro device will be fully installed and set up by one of our Boiler Maintenance Engineers.

Contact your delivery depot to discuss joining the extended top-up service. Additional charges and T&C's apply.

## A Truly Local Service:

Our network of depots situated across Scotland ensures our customers receive shorter delivery times for their orders.

We understand that delivering your heating oil order is the most important part of your transaction with us. Our drivers have a wealth of local delivery knowledge, expertly delivering your order to your tank.



## Contact your Local Depot:

### Aberdeen

Altens Industrial Estate,  
Hareness Road,  
Aberdeen,  
AB12 3LE

01224 877575

### Connel

Station Road,  
Connel,  
Argyll  
PA31 1PA

01631 710389

### Cowdenbeath

Broad Street,  
Cowdenbeath,  
Fife,  
KY4 8HQ

01383 513968

### Dunoon

Victoria Road,  
Dunoon,  
Argyll,  
PA23 7PA

01369 704445

### Elgin

Milnfield,  
Elgin,  
Moray,  
IV30 1UU

01343 557400

### Grantown

Strathspey  
Industrial Estate,  
Grantown-on-  
Spey,  
PH26 3NB

01479 872573

### Inverness

Carsegate Road  
North,  
Inverness,  
IV3 5EB

01463 232114

### Islay

Bruichladdich,  
Isle of Islay,  
Argyll,  
PA49 7UN

01496 850344

### Mintlaw

Station Road,  
Mintlaw,  
Aberdeenshire,  
AB42 5EB

01771 622451

### Mull

Craignure,  
Isle of Mull,  
Argyll,  
PA65 6AY

01680 812374



Head Office: Gleaner Oils Ltd, Milnfield, Elgin, Moray, IV30 1UU

0800 833 534 | [www.gleaner.co.uk](http://www.gleaner.co.uk) | [info@gleaner.co.uk](mailto:info@gleaner.co.uk)

