



## VOKÈRA – AFFINITY 20 PROMOTION 2026

### TERMS & CONDITIONS (REPUBLIC OF IRELAND ONLY)

*Updated: 19 January 2026*

To celebrate 20 years of the Vokèra Affinity Loyalty & Reward Programme (“Affinity Programme”), Vokèra is pleased to announce the launch of the Affinity 20 Promotion 2026 (“Affinity 20 Promotion”) – a single, stand-alone promotion for a limited period only whereby members can:

- Earn enhanced Affinity points; and
- Receive entry into one Grand Prize Draw,
- when installing and registering qualifying Vokèra products on and between 1 January 2026 and 31 December 2026 (inclusive) (“Promotional Period”), all in accordance with these terms and conditions (“Terms”).

These Terms are specific to the Affinity 20 Promotion only and should be read in conjunction with the standard terms and conditions which apply to the Affinity Programme.

**By participating in the Affinity 20 Promotion, you will be treated as agreeing to these Terms. If you do not agree to these Terms, please do not participate in the Affinity 20 Promotion. The Promoter reserves the right to refuse entry, or refuse to award any prize, to anyone in breach of these Terms.**

Further copies of these Terms can be obtained by writing to the address below.

#### 1. PROMOTER

The promoter of the Affinity 20 Promotion is Vokèra Limited (a company registered in England and Wales with company number 01047779) whose registered office is at Borderlake House, Unit 7, Riverside Industrial Estate, London Colney, Hertfordshire, AL2 1HG, United Kingdom (“Promoter” or “Vokèra”).

#### 2. PARTICIPANTS

2.1 The Affinity 20 Promotion is only open to installers of Vokèra who are:

Over 18 years of age;

Registered members of the Affinity Programme at [www.vokeraaffinity.ie](http://www.vokeraaffinity.ie); and

Carrying out qualifying installations in the Republic of Ireland only during the Promotional Period.

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

2.3 Installations in Northern Ireland are excluded and will not qualify for any rewards or entries under these Terms.

### 3. QUALIFYING PRODUCTS & QUALIFICATION

3.1 Only eligible products purchased from participating merchants located in the Republic of Ireland qualify for the Affinity 20 Promotion.

3.2 “Eligible products” means all models in the following product ranges:

- Vokèra Vibe MAX
- Vokèra Synergy
- Vokèra Pinnacle
- Vokèra Easi-Heat i
- Riello NXHM Air Source Heat Pumps
- Riello Condexa HPR (Effective 1<sup>st</sup> February 2026)

3.3 Installations carried out within the Promotional Period must be registered within 30 days of the date of installation. Installations which do not meet this requirement will not qualify for any of the rewards offered in the Affinity 20 Promotion.

### 4. THE PROMOTION REWARDS

4.1 The Affinity 20 Promotion combines enhanced Affinity points plus entry into a single Grand Prize Draw.

4.2 During the Promotional Period, installations of eligible products registered in accordance with paragraph 3 above will (with the exception of Vokèra Easi-Heat I and Riello Condexa HPR) earn enhanced Affinity points, as set out in the table below:

Eligible Product Range	Standard Affinity Points	Enhanced Affinity Points
Vokèra Pinnacle	300	500
Vokèra Synergy	200	350
Vokèra Vibe MAX	100	150
Vokèra Easi-Heat i	50	N/A (standard points only)
Riello NXHM	500	750
Riello Condexa HPR	500	N/A (standard points only)

4.3 Any loyalty reward multiplier (applicable to Gold and Platinum members only) will be applied in the usual way, based on the standard points shown in the table above (rather than the enhanced points).

4.4 Affinity points can be redeemed against a wide range of vouchers or – if you are a Silver, Gold or Platinum member – you can choose to convert points to a Preloaded Digital Mastercard reward option. There is no cash alternative available.

## 5. GRAND PRIZE DRAW – ENTRY MECHANICS

5.1 The Prize Draw aspect of the Affinity 20 Promotion consists of one Grand Prize Draw only.

5.2 During the Promotional Period, installations of eligible products registered in accordance with paragraph 3 above will automatically generate entries into the Grand Prize Draw, as described below.

5.3 The number of entries per registered installation is set out in the table below:

Eligible Product Range	Number of entries per registered installation
Vokèra Pinnacle	20
Vokèra Synergy	10
Vokèra Vibe MAX	5
Vokèra Easi-Heat i	1
Riello NXHM	20
Riello Condexa HPR	20*

*\*Effective 1<sup>st</sup> February 2026*

5.4 An installer who registers multiple eligible product installations during the Promotional Period will generate multiple entries.

**5.5 An installer will be entered into the Grand Prize Draw if they have registered at least 12 eligible product installations during the Promotional Period.** The number of entries into the Grand Prize Draw for an installer who meets this requirement will be equal to the total number of entries they have accumulated across the Promotional Period (as set out in paragraph 5.3 above). **Installers who do not register at least 12 eligible products during the Promotional Period will not be eligible for the Grand Prize Draw.**

## 6. THE GRAND PRIZE DRAW

6.1 Details of how to qualify for entry into the Grand Prize Draw are set out in paragraph 5.5 above.

6.2 The Grand Prize Draw will take place on 3 February 2027.

6.3 The Grand Prize Draw will be conducted using a secure, randomised draw generator and a unique installer identifier to ensure fairness and compliance with promotional guidelines.

#### 6.4 Prizes (in euros):

A total of 20 Preloaded Digital Mastercard prizes will be awarded in the Grand Prize Draw as follows:

- €1,000 to 1 installer
- €500 each to 2 installers
- €250 each to 3 installers
- €50 each to 6 installers
- €25 each to 8 installers

6.5 All winners will be notified by email within 30 days of the draw date using their registered Affinity contact details.

6.6 If an installer is drawn for more than one prize in the Grand Prize Draw, they will be awarded all such prizes.

6.7 The prize for the winner is non-exchangeable, non-transferable and no cash alternative is offered.

### **7. PRELOADED DIGITAL MASTERCARD REWARD OPTION**

7.1 As part of the Affinity 20th Anniversary year, Vokèra is offering a Preloaded Digital Mastercard reward option (a physical Mastercard option is not available).

7.2 This option is available as a redeemable reward exclusively for Silver, Gold and Platinum members of the Affinity Programme.

7.3 These members may choose to redeem the Affinity points they have earned in the usual way as vouchers or, alternatively, they can convert their points into a cash value on a Preloaded Digital Mastercard.

7.4 The Mastercard cannot be transferred or exchanged for cash beyond the preloaded amount.

7.5 A member opting for this type of reward will be sent a link to the Mastercard which will expire 3 months after it is sent to the member. The funds loaded onto a Mastercard must be spent within 12 months of the date of issue. Any funds which have not been spent within the 12 months will be lost.

### **8. WINNER VERIFICATION & PUBLICITY**

8.1 Winners of the Grand Prize Draw will be notified directly via their registered Affinity contact details.

8.2 If a winner cannot be contacted within 14 days of the draw, the Promoter reserves the right to withdraw the prize and select an alternative winner.

8.3 Winners may be asked to participate in reasonable publicity and promotional activities organised by the Promoter.

8.4 The Promoter must either publish or make available information that indicates that a valid award took place. To comply with this obligation, the Promoter will send the surname and county of major prize winners and, if applicable, copies of their winning entries to anyone who emails the Promoter at [INSERT ROI EMAIL ADDRESS] or writes to the Promoter at the address appearing above (enclosing a self-addressed envelope) within one month after the closing date stated in condition 4. If you object to any or all of your surname, county and winning entry being published or made available, please contact the Promoter at [INSERT ROI EMAIL ADDRESS]. In such circumstances, the Promoter must still provide the information and winning entry to the Advertising Standards Authority (or relevant Irish regulatory body) on request.

8.5 Except as described in paragraph 8.4 above, the Promoter will only use winners' personal data to publicise the Affinity 20 Promotion with their prior consent.

8.6 Personal data supplied during the course of the Affinity 20 Promotion will only be processed as set out in the Promoter's privacy policy: <https://www.vokera.co.uk/privacy-policy/>

## **9. GENERAL**

9.1 Duration: The Affinity 20 Promotion will run from 1 January 2026 until 31 December 2026 when it will come to an end.

9.2 The Promoter reserves the right to withdraw, cancel, suspend, or amend the Affinity 20 Promotion 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 to participants.

9.3 If a participant claiming a reward is an employee (or subcontractor) of a company, they are responsible for ensuring that they participate in the Affinity 20 Promotion and receive any rewards with the full knowledge and consent of the company.

9.4 Any rewards received through the Affinity 20 Promotion may be considered taxable benefits. Installers are responsible for determining any tax liability arising from participation and for paying any such taxes. Vokèra recommends that participants seek independent tax advice.

9.5 The Promoter reserves the right to verify the identity, eligibility and qualifying purchase details of entrants and to take reasonable steps to prevent fraudulent or invalid claims. Prizes may only be withheld where a participant has clearly failed to meet the published qualifying criteria.

9.6 The Promoter reserves the right to replace any prize with an alternative prize of equal or higher value if circumstances beyond the Promoter's control makes it necessary to do so.

9.7 The decision of the Promoter regarding any aspect of the prize draw is final and binding and no correspondence will be entered into about it.



9.8 The Promoter accepts no responsibility for any entries into the Grand Prize Draw 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).

9.9 Insofar as is permitted by law, the Promoter, its agents or distributors will not in any circumstances be responsible or liable to compensate any winner or accept any liability for any loss, damage, personal injury or death occurring as a result of taking up any prize 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.

9.10 This promotional offer cannot be used in conjunction with any other Vokèra promotion(s).

9.11 These Terms are governed by the laws of Ireland.

9.12 If any entrants to the Affinity 20 Promotion wish to take court proceedings, then they must do this within the courts of the Republic of Ireland.

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