

Comfort Club Update – 1st April 2025

We are making Comfort Club easier and more accessible for everyone. Our focus is on simplifying the process, ensuring that both members and distribution partners can manage the process efficiently as possible.

Nominating Distribution Partners

We have decided to remove the limit on nominating a maximum of three distribution partners. Members can now enjoy the flexibility of nominating unlimited distribution partners, including the option to have a direct account.

Expiration of Points

Customers now have until the end of the fiscal year to claim their Voucher Points.

All Reward Points remain valid for a 12-month period, running from April to March. Any unclaimed points will expire at the end of March and will be removed from the Member's Comfort Club account. To ensure that March claims are fully processed, points accrued during March will automatically carry over to April. This allows the new year (starting in April) to begin with any remaining points from March already added to the Member's account.

Expansion of eVoucher Offering

We are excited to offer VEX eVouchers, giving you access to claims from over 150 brands. In addition to the previous options, you'll now have even more choices to select from, expanding the range of benefits available to you.

Full a full list of our NEW offering, click here:



Statements and Claims

Our Distributors will manage Members' claims and statements on our behalf. For Members with a direct account with GENERAL HVAC Solutions UK Limited, these processes will be managed by our Comfort Club administrator. Additionally, we will provide regular updates with quarterly statements.

Simple Editable Electronic Forms

Registering for a Comfort Club account and submitting claims is now easier than ever. Simply scan the QR code or click on the QR code to be directed to a straightforward form that's quick and easy to complete.



Application Form



Claim Form