

Supplying bulk fuels and oils



Guide to Winter Heating Oil

Heating Oil



Boiler Maintenance



FAQ's



Top-tips & Advice



Reliable, Local Service For Over 60 Years'



About Gleaner Oils:

We have over 60 years' industry experience as a fuel distribution company supplying oil, lubricants and grease. Serving a multitude of commercial industries as well as providing heating oil and managing a network of retail sites. We supply a wide range of boiler maintenance services to ensure your heating system is operating safely year round.

Over 60 Years' Young:

Since our formation in 1954, Gleaner Oils has remained a family owned company, having been handed down through three generations of the Young family.



Reliable & Local Delivery Service:

Having a network of depots situated across Scotland ensures our customers receive fast, reliable deliveries for their Heating Oil. We understand that you rely on your oil the most during the colder weather and winter season; our network means we are able to fulfil orders with a flexible approach to delivery. Our experienced drivers have proven track records delivering to rural locations year round, including through difficult seasonal weather.

Contact us!

✉ info@gleaner.co.uk

☎ 0800 833 534

Now Is The Time To Think About Your Winter Heating Oil



Planning Ahead Pays Off:

We recommend you start to think about your winter heating oil requirements during Autumn. Planning ahead will reduce your chances of running dry, particularly if there is a sudden onset of bad weather.

Our advice is to take a fill of your tank as early as you can, so long as you can afford to do so. This means that you would beat the rush for deliveries leading up to the Christmas and New Year period.

Our budget payment plan allows you to make monthly direct debit payments, spreading the cost of your winter oil across the year.

On average, between October and March a household will use two-thirds of its yearly heating oil consumption!

Why Checking Your Oil Level Is Important:

- Monitoring your oil levels will reduce your chances of running dry. This is important throughout the year but especially during the winter, when our delivery schedules will be at their busiest.
- Severe weather conditions could impact our ability to delivery, for instance if there is difficult access due to closed roads and wintry conditions. Ensuring your tank is kept topped up and ordering in plenty of time will reduce your chances of running dry should this happen.
- Ordering before your oil level gets too low, means we will have time to deliver to you, as we anticipate our delivery lead time to increase during winter.

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Our Advice For Protecting Your Oil This Winter



Top-tips to prevent oil theft during winter:

Although rare, oil thefts do occur, and are an increasing risk during the colder months, particularly in rural areas. The good news is there are steps you can take to help protect your heating oil from theft:

- **Protect your tank:** Ensuring filler caps are lockable and a security valve is fitted to prevent theft from the fuel line. Install a tank alarm or a security cage, as well as ensuring all locks are in good working order
- **Protect your property:** If possible ensure the tank is hidden from the road. Gravel pathways, security lighting and CCTV will help to deter potential criminals.

How will I know if an oil theft has occurred:

You will most likely notice if a theft has happened by regularly monitoring the level of oil in your tank.

If you have an oil gauge or remote monitoring device they will tell you if you've had a sudden drop in oil level, indicating a theft or a problem with your storage tank or pipework. Many electronic monitoring devices now have an alert function should there be a sudden drop in oil level in your tank.

If you suspect an oil theft has taken place, it should be reported to the Police as soon as possible. More information can be found at [Police Scotland](https://www.scotland.nhs.uk/)

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Plan Ahead And Prepare Your Heating System For The Cold



The Importance of Boiler Maintenance in Winter:

Oil boilers are prone to 'soot-up', which can reduce their efficiency by up to 8%

We recommend that boilers are serviced at least every 12 months to ensure they are working safely and efficiently. An inefficient boiler will use more fuel than an efficient one.

If you have not had your boiler serviced over the summer months we recommend you do so before the winter begins, to ensure it is prepared for the extra strain it will experience with the colder weather.

An annual boiler service can help to reduce the chances of unexpected breakdowns or maintenance issues over winter.

Is your Fuel Storage Tank Ready For Winter:

It is equally important to ensure your fuel storage tank is safe to use before the colder weather starts.

During a service our OFTEC registered engineers will check your tank for any signs of damage such as: Rusting, bulging, leaks or general damage. They will also check the base and pipes for cracks or damage.

We promote routinely checking your tank for any signs of damage, and wear & tear. Particularly before the cold weather arrives ensuring you have time to fix any issues you may find, before you'll need your heating oil.

Contact us!

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📞 0800 833 534

Boiler Maintenance Services & Products



Annual Maintenance Contracts:

We offer a range of annual maintenance packages to help spread the cost of your annual boiler service. Our annual maintenance contracts are managed by our experienced boiler maintenance staff, who will contact you when you are due a service to arrange an appointment at a time to suit you. Choose between a fixed rate or hourly paid contract, with the option to upgrade to 2 services a year.

Emergency Breakdown Service:

Our boiler breakdown callout service is available 365 days a year, including: Weekends and holiday periods.

Watchman Anywhere & Sonic Oil Gauges:

The Watchman Anywhere is a remote oil level monitoring device which allows you to monitor your oil levels anywhere at anytime via an iPhone or Android App, email or text, through your computer, tablet or smart phone.

£150 + VAT, including installation and 1st years subscription.
£25 annual subscription fee payable after this period.

The Watchman Sonic oil gauge indicates the level of oil in your tank through a digital monitor within your home.

£77 + VAT, including installation

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Frequently Asked Questions



I've run dry, what should I do?

The best thing you can do is contact us as soon as possible. We will place an order for you and ensure it is known that it is an urgent order. We will try our best to get a delivery to you as quickly as possible.

Can I get a delivery the same day I order?

Same day deliveries may only be considered in cases deemed an emergency so long as we have the availability to do so. This would be at the discretion of our management.

We always try our best to get deliveries out as soon as possible. Working with you where we can bring your delivery forward under special circumstances

I'm on top-up, do I need to check my oil level over winter?

We would ask that you do keep an eye on your oil level, even-more-so through the winter, even if you are on our top-up system.

Top-up deliveries are based on your usage from the previous year. Factors such as the weather or a change in personal circumstances could mean that your oil consumption increases or decreases. Monitoring your oil level helps us to ensure we are delivering to you when you need oil, particularly during the busy winter period.

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Frequently Asked Questions



Can I pay for a faster delivery?

We do not offer the option to pay for a faster delivery. Our delivery journeys are carefully planned by our experienced operations staff to ensure deliveries are made as timely and efficiently as possible.

My boilers broken down out-of-hours, what can I do?

As soon as possible, contact our Boiler Maintenance department on 01343 557 435. Our engineers operate a boiler breakdown service over the weekend and during holidays, in addition to normal working hours.

If I order a larger quantity, will I get a cheaper price?

Its more cost effective to order a larger quantity than the minimum, as this means you will save on the delivery charges factored into the price per litre you pay. We recommend a tank fill, so long as you can afford this.

How long will I have to wait for my delivery?

We do expect our delivery lead times to increase during the winter period, due to the volume of orders to deliver. Under normal circumstances our delivery lead time is within 3-5 working days, but this can vary depending on a number of factors including: the weather and number of outstanding deliveries. You will be advised of the expected delivery date when you place your order.

Do you sell 20 litre drums of Kerosene?

We do sell 20 litre drums of Kerosene from some, but not all, of our depot sites. Please contact your nearest depot for availability and pricing.

Contact us!

✉ info@gleaner.co.uk

☎ 0800 833 534

Flexible Ordering and Payment Options



How To Order Or Receive A Quote?

Placing an order or requesting a price quotation is easy and simple, and can be done by one of the following:

- Contact your local depot by telephone or email
- Online through our website (anytime) or live chat box (working hours only)

How Can I Pay For My Order?

Payments can be made through:

- Monthly Direct Debit
- Online through our website
- BACs transfer
- Credit / Debit card
- Cheque

Budget Payment Plan:

Spread the cost of your heating oil by paying for it in monthly direct debit instalments with our budget payment account.

We appreciate that it can sometimes be difficult to pay for your oil in one lump-sum, particularly over the festive period. Our budget account allows you to spread the cost of your oil into manageable, interest free, monthly payments.

If you are considering joining our budget payment plan, it is important to note that we do ask for your account balance to be cleared before 31st May each year. We also require your first order with us to be paid in full at the point of ordering, subsequent orders after this may fall under the budget payment plan.

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Winter Heating Oil Check List



Download and print our winter heating oil check list and ensure you have it to hand.

Further information on preparing for the colder weather ahead can be found on our Winter Heating Oil webpage, which will be regularly updated over the winter period with more of our recommendations, best practices and advice.

Alternatively contact your nearest depot, where our friendly, experienced staff will be able to help you.

PRINT & KEEP



Winter Heating Oil Checklist

☐ Order Your Oil Early

Topping up your tank as early as you can ensures you beat the busy winter rush, when our delivery times are likely to increase.

☐ Regularly Check Your Oil Level

It is important to monitor your oil level during the winter months. A fall in temperatures could mean you are using more oil than you think.

☐ Check For Damage

It is recommended that you check your tank, pipes and other equipment for leaks, damage and interference once a week.


☐ Service Your Boiler

Minimise the risk of an unexpected breakdown and have your boiler serviced before the crucial winter months.



Contact us!

 info@gleaner.co.uk

 0800 833 534

Depots:

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

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Boiler Maintenance Department

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