



Homeheat Scotland Boiler Installation Terms and Conditions

Homeheat Scotland provide a reliable and fast professional service at a very competitive price. We are fully insured, and all work is carried out to the highest standard. Our commitment to quality and service mean that a great deal of our revenue comes from previous customers referrals and we aim to continue building our good reputation. However, by its nature installing new heating systems affect every room in your house, we would like this to be a smooth process, we have in the past found it helpful to detail our joint responsibilities to commencement of work.

The price we quote includes removing all non- dangerous materials including your old boiler and central heating parts that we replace. If we come across any hazardous material such as Asbestos, this will be your responsibility to instruct the necessary Tradesperson to remove said materials.

We may need you to lift carpets or take up all or some other floor coverings, including Tongue- and grooved floor coverings and parquet hardwood, rubber or tiled floors so that we can complete the work. We will give you as much notice as possible if we do need you to do this. You can arrange a specialist contractor to do this work or we may be able to do it for you at an additional cost. If we do do any of this work for you, we will only be responsible for any unnecessary damage caused directly by our negligence and it will be your responsibility to put the flooring back once the work is completed. Where ceramic wall and floor tiles have been fitted, it may be necessary to drill through some of these. While every effort will be made to reduce the possibilty of damage, once again we cannot be held responsible for those tiles which may have to be replaced.

We will take care to carry out the work without causing damage to your property. If we do cause unnecessary damage because of negligence we will put it right. Sometimes the work means that we must create access if there is not enough pipework or wiring in place to install the boiler and this can cause damage to things like the inside and outside finishings such as wall coverings and paint. You may need to redecorate, repair or restore certain

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areas once this work is completed- this is not included in the price we have quoted and you will be responsible for this.

When we carry out work to upgrade a system from Low Pressure to Mains Pressure, you must accept that there is a chance that original pipe work and / or fittings may suffer leaks as a result of the pressure adjustments. Homeheat Scotland cannot be held responsible for any damage incurred by this, i.e leaks that have arisen from the pressure change on any of the existing pipework or fittings. All of our workmanship on all pipe work, fittings radiators and valves that Homeheat Scotland has installed has a 10 year guarantee.

Exclusions to any warranty work will include any inherent faults diagnosed during the initial survey or during the installation. For example, radiators not heating to optimum performance, faulty valves etc and where we have connected new equipment to your existing system, we cannot accept the responsibility for the cost of repairing or replacing parts of your existing system that later develop faults such as radiators or showers. Homeheat Scotland can rectify any pre existing faults that have been identified and can provide a separate quote to repair.

If you are a tenant, you will need your landlords permission before you can allow us to commence the work, and we may need you to give us evidence that you have been given the permission. If we conduct any work at your landlords property and you have not been given permission or have provided false or inaccurate information, you will compensate us for any losses that we may suffer due to this. As above, where we have connected new equipment to your existing system, we cannot accept the responsibility for the cost of repairing or replacing parts of your existing system that later develop faults such as radiators or showers.

Any time frames that we give you are our best estimates, and we will do all that we can to keep to those time frames. Where there are likely to be delays, we will let you know as quickly as possible and agree new time frames with you. The time that it takes us to complete the work has no effect on the price that we have quoted unless additional unforeseen work is required.

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Upon completion of your new heating installation, our engineer will complete a visual inspection of all gas appliances. If, during this inspection any of your appliances are found to be unsafe it may be necessary for your safety to isolate them. While we recognise that this may cause inconvenience, we are nevertheless required by current Gas Safety Regulations to carry out this operation.

We will register the Boiler manufacturers Guarantee within 1-7 days of the boiler being installed and you will receive any documentation by post from us, if you wish to receive an electronic version, please let your adviser know.

Payment of your new installation is due upon completion. Your invoice will be sent both via email and post. To make payment, we accept BACS transfer (account information is displayed on the invoice) cheque, or you can make payment by phone/ in person using debit or credit card, please be aware that we do not accept American Express cards.

Gas Safe Registration Number: 510158

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