

CENTRAL HEATING INSTALLATIONS

INSTALLATION & AFTERCARE GUIDE

INSTALLATION OVERVIEW

QUALITY ASSURED INSTALLATION TEAM

When working in your home, taking care is a major priority. Our teams of installers have been with us for many years, and are all fully qualified and experienced tradesmen. Most importantly, we ensure that our installers are given the time to ensure your new central heating boiler is an installation of the utmost quality. This ensures that your investment will provide you with many years' service and will be an asset to your home. Every aspect of the work is carried out with the care you would expect and with as little disruption as possible.

BUILDING REGULATIONS

All new boiler installations need to be notified to the local building control authority. Our quotation is fully compliant with the new building regulations. Following the installation, a certificate of conformity will be issued by The Gas Safe Register.

COMPLETE SYSTEM POWERFLUSH

When new boilers are installed onto existing systems, it is vital that the old pipe work and radiators are flushed. This is because over the years the water, air and metal react with one another and create a thick black sludge. This sludge is corrosive and can cause cold spots on radiators, as well as significantly reducing the performance of the complete system. Installing a new boiler onto a 'dirty system' can have a dramatic effect on the performance and life of the boiler. It will also mean that the manufacturer's warranty will be void. We include a full power-flush to ensure your radiators and pipe work are free of sludge and debris.

WHICH BOILER SHOULD I CHOOSE?

THERE'S A WIDE VARIETY TO CHOOSE FROM!

At Corvée we always use the highest quality brands of boiler. If you are stuck on which boiler brand to choose, feel free to call us and speak to an engineer who can advise you on which brand will suit you.

WHO CAN I SPEAK TO ABOUT MY QUOTE?

If you have any questions about your quote or would like any more information, feel free to give us a ring. Our polite and friendly office team can then advise you on any questions or queries you may have.



"Corvée delivered! The service and value was exceptional. The team that fitted our complete central heating system were tidy, polite, punctual, thoughtful and especially good and patient with the children.

What was really noticeable was the positive attitude. If they came across obstacles (and we had a few) they looked at ways to fulfill our requirements.

It was a pleasurable experience and we do recommend Corvée whenever possible and will definitely do business with Corvée again"

Mr Bratt, Ringstead

GETTING STARTED

WHEN CAN YOU START?

If you are happy with your quotation and would like us to go ahead with your installation, give our office a call! In the summer months we are usually able to start your boiler installation within a few days. In the colder winter months, we always aim to start your installation within a week



WHAT TIME WILL YOUR ENGINEER ARRIVE?

We aim to get to you between 8 and 9am. On the first day our engineer may arrival a little later as he will have to pick up your materials from our suppliers. If you need a different time please don't hesitate to ask!



THINKING AHEAD? NO PROBLEM!

We know that some people like to plan things ahead. If you would like to go ahead with your installation, but won't be ready for a few months, that's fine with us! We can take bookings up to 3 months in advance, this gives you peace of mind as our team will have your installation in hand.

FREQUENTLY ASKED QUESTIONS

WILL I NEED TO MOVE OUT?- No, we are experienced in working on our clients homes, the vast majority of jobs can be completed with the minimum impact on your home and always ensure you are inconvenienced as little as possible. Your house is your home, not our workshop, we do everything in our power to minimize the impact of our work on your day to day living.

WILL I NEED TO MOVE FURNITURE OR TAKE UP CARPETS?- No, our engineers will move any furniture/carpets and put everything back when finished.

HOW MANY ENGINEERS WILL YOU SEND?- This depends on the size of the job but it is usually 2 people (no one wants lots of workmen trampling through their house!).

HOW LONG DOES IT TAKE TO INSTALL?- Our engineer will be able to advise you on the day of your quotation how long it will take to install. Whilst installing your boiler, we will always keep you heating and water on for as long as possible (especially in winter!).

WILL I NEED TO RE-DECORATE?- No, we use all the right equipment to minimize any damage. We always clear up and make good any damage that does occur.

WILL YOU MAINTAIN MY NEW SYSTEM?- Yes we are able to maintain any system that we install (and any existing systems!).

WHAT WARRANTY DO YOU OFFER?- New boilers come with a 2-10 year warranty depending on the make. All works carried out by us are guaranteed for 2 years.

DO I NEED TO BE IN WHEN YOU CARRY OUT THE WORK?- No, you don't. We are happy to carry out any work while you are out.

CAN I CHOOSE THE PRODUCTS YOU INSTALL?- Yes we can supply products from most manufacturers.

DO YOU DO ALL THE WORK?- Yes, we do. All our staff are employees of Corvee. We never use agency or temporary staff. If we need to subcontract any specialized trades, we will only use experienced and qualified professionals who we have worked with before.

YOUR ON GOING SUPPORT PACKAGE

FIRST YEAR SERVICING

After the first 12 months we'll contact you to arrange for our service engineer to carry out a complimentary service to your new boiler. This gives our engineer the opportunity to ensure that the boiler is well maintained and also to carry out any fine-tuning.



WHO DO I CALL IF I HAVE A PROBLEM?

If you have any problems with your new central heating boiler or need help/advice using it, please don't hesitate to contact us. We will be able to advise you over the phone or have one of our engineers visit you and rectify any problems or faults for you.



CONTACT US

Web: www.corvee.co.uk

Email: info@corvee.co.uk

Phone: 01536 526414