



PRO HEAT
— UK —
PLUMBING & HEATING

TERMS OF BUSINESS

INCLUDING OUR CUSTOMER
PROMISE & TERMS AND CONDITIONS

*Built on trust.
Driven by **quality**.*



01325 605047



office@proheatuk.co.uk



www.proheatuk.co.uk



PRO HEAT
UK
PLUMBING & HEATING

WELCOME

Thank you for choosing Pro Heat UK.

Choosing the right contractor is important, and we're grateful you've chosen Pro Heat UK.

Our aim is simple – to provide honest advice, high-quality workmanship and excellent customer service from your first enquiry through to the completion of your project.

These Terms of Business explain how we work, what you can expect from us and what we ask from you in return. They form part of the agreement between Pro Heat UK and our customers and are designed to ensure every project runs as smoothly as possible.

Nothing within this document affects your statutory rights.

WHAT YOU CAN EXPECT



HONEST ADVICE

We recommend the right solutions for your home or business.



QUALITY WORKMANSHIP

Completed by qualified professionals to the highest standards.



CLEAR COMMUNICATION

We'll keep you informed at every stage of your project.



RESPECT FOR YOUR HOME

We treat your property with care as if it were our own.

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PRO HEAT
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OUR PROMISE TO YOU

At Pro Heat UK, we believe great heating and plumbing work is about more than just technical skill.

It's about trust, respect and a commitment to doing the right thing for every customer, every time.



PROFESSIONAL WORKMANSHIP

Every job is completed with care, attention to detail and in line with current industry standards and regulations.



HONEST ADVICE

We'll always recommend what we believe is the right solution for your home or business – no pushy sales, just honest guidance.



CLEAR COMMUNICATION

We'll keep you informed throughout your project, explain any issues clearly and discuss options with you.



RESPECT FOR YOUR HOME

We treat your property with care, keep our work area tidy and always aim to leave it in a clean and respectful condition.



RELIABLE SERVICE

We turn up when we say we will, work efficiently and do everything we can to keep disruption and delays to a minimum.



12-MONTH WORKMANSHIP GUARANTEE

All qualifying installations and major works include our 12-month workmanship guarantee for complete peace of mind.



3-MONTH REPAIR GUARANTEE

All repairs, replacement parts and minor works are covered by our 3-month workmanship guarantee.



WE'LL ALWAYS PUT THINGS RIGHT

If something doesn't seem right, we want to know. We'll always aim to investigate and resolve concerns promptly, professionally and fairly.



Your satisfaction is at the heart of everything we do.

We are proud to build lasting relationships with our customers based on trust, quality and reliability.



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4 ESTIMATES



In some circumstances, Pro Heat UK may provide an estimate before a site visit has taken place. Estimates are intended to provide an approximate guide to the likely cost of the works based on the information available at the time.

As an estimate is prepared without a full inspection of the property or installation, it should not be considered a fixed price and may change following a site survey or once further information becomes available.



ESTIMATES SHOULD NOT BE RELIED UPON AS A FIXED PRICE

They are provided as a guide only and are subject to confirmation after a full inspection.



PRICES ARE VALID FOR 30 DAYS

Unless otherwise stated, estimates are valid for 30 days from the date of issue.

5 QUOTATIONS & ACCEPTANCE

- ✓ **Site survey:** Once a site survey has been completed, or where sufficient information has been provided, Pro Heat UK will issue a written quotation where appropriate.
- ✓ **Validity:** Quotations are valid for 30 days from the date of issue unless otherwise stated.
- ✓ **Inclusions:** Unless otherwise stated, quotations include only the works specifically detailed within the quotation document.
- ✓ **Acceptance:** To accept a quotation, please confirm in writing by email, message or by signing and returning a copy of the quotation. By accepting, you confirm that you have read, understood and agree to these Terms of Business.
- ✓ **Changes:** Any changes to the agreed scope of work may affect the price and timescales.



WHAT'S INCLUDED

The quotation will clearly detail:

- The works to be carried out
- Materials and equipment included
- Labour
- Any warranties applicable



WHAT'S NOT INCLUDED

Unless specifically stated, the quotation does not include:

- Building works
- Plastering / decorating
- Electrical works
- Redecoration or making good
- Upgrades to existing systems not specified in the quotation



TRANSPARENT & FAIR

We believe in open, honest communication and fair pricing. If anything is unclear, please ask. We're always happy to explain.



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5 PAYMENTS, APPOINTMENTS & ACCESS

To help us deliver the best possible service, please take a few moments to read the important information below.



PAYMENT TERMS

- Payment is due in full upon completion of the works unless agreed in writing beforehand.
- For larger projects, staged payments may be agreed in advance.
- All prices are exclusive of VAT which will be added at the prevailing rate.



WE ACCEPT
THE FOLLOWING

VISA



Apple Pay

Google Pay



APPOINTMENTS

- We will agree a convenient appointment time with you.
- Please ensure someone over 18 is present at the property for the duration of the works.
- If we are delayed by circumstances beyond our control, we will contact you as soon as possible.
- We aim to arrive within the agreed time window.



ACCESS TO YOUR PROPERTY

- We will need safe and reasonable access to the work area.
- Please ensure the area is clear to allow our engineers to work safely and efficiently.
- If access is restricted or additional work is required to gain access, additional charges may apply.
- **Parking:** Where reasonably available, we may require parking close to the property.



MISSED APPOINTMENTS

If we attend an appointment and no one is present, or if access has not been arranged, a missed appointment fee of

£35 + VAT

will be charged to cover the time and travel costs incurred.

Thank you for respecting our time so we can continue to serve you and other customers efficiently.



NO SURPRISES

If we discover anything additional or different to what was originally discussed, we will:

- ✓ Explain the issue clearly
- ✓ Provide options
- ✓ Agree any additional costs with you before proceeding

We'll always communicate before we do more.



RESPECT FOR YOUR HOME

- We treat every home with care and respect.
- We use dust sheets and take care to keep disruption and mess to a minimum.
- We will tidy up after ourselves before we leave.
- If we make a mess, we clean it up.



OUR COMMITMENT TO YOU

Our goal is simple – to arrive on time, complete the work to the highest standard and leave you completely satisfied.

Thank you for your trust and understanding.



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6 EXISTING SYSTEMS & UNFORESEEN CIRCUMSTANCES

Many properties, especially older ones, can present challenges that are not visible until work has begun.

Here's how we handle it:



1. WE INVESTIGATE

If we uncover something unexpected that will affect the work, we will stop and assess the situation.



2. WE DISCUSS

We will explain the issue, the options available and any additional costs before doing anything further.



3. YOU DECIDE

You can choose how you would like to proceed. We will never carry out extra work without your agreement.



WHAT WE CAN'T SEE, WE CAN'T PRICE

Items hidden behind walls, under floors or within pipework cannot be fully assessed until exposed.

We will always let you know as soon as we discover an issue.

Common unforeseen issues include:



Hidden water leaks or damaged pipework



Corrosion or scale build-up in existing systems



Outdated or incompatible system components



Electrical wiring not meeting current standards



Structural or building elements requiring attention



OUR PRIORITY

To keep you informed, give you honest advice and provide safe, reliable solutions that last.



PLEASE NOTE

- Additional work required due to unforeseen circumstances will be charged at our standard labour and material rates.
- We will provide a clear breakdown of any additional costs before you commit.
- Delays may occur while we resolve unexpected issues. We will always do our best to keep disruption to a minimum.
- If an issue is discovered that makes the original scope of work unsafe or unachievable, we will advise you immediately and discuss the best way forward.



HONESTY, SAFETY & QUALITY ALWAYS COME FIRST

We'll never take shortcuts and we'll never leave you in the dark. You can count on clear communication at every stage.



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7 WORKMANSHIP GUARANTEES & MANUFACTURER WARRANTIES

Your peace of mind matters to us. That's why all our work is carried out to the highest standards and backed by our workmanship guarantees.

*"We take pride in our work
and we'll always put things right."*



12-MONTH INSTALLATION WORKMANSHIP GUARANTEE

All qualifying installations and major works completed by Pro Heat UK are covered by our 12-month workmanship guarantee for complete peace of mind.



3-MONTH REPAIR WORKMANSHIP GUARANTEE

All repairs, replacement parts and minor works are covered by our 3-month workmanship guarantee.



MANUFACTURER WARRANTIES

Where applicable, the equipment we install is covered by the manufacturer's warranty. The length of the warranty varies by product and brand, and full details will be provided at the time of quoting.



WHAT IS COVERED

- ✓ Defects in our workmanship
- ✓ Issues arising from the installation or repair work carried out by us
- ✓ Replacement of faulty parts we have supplied and fitted (within the guarantee period)
- ✓ Manufacturer faults, as per the manufacturer's warranty terms
- ✓ Return visits required to put right work carried out by Pro Heat UK



WHAT IS NOT COVERED

- ✗ Damage caused by misuse, neglect or accidental damage
- ✗ Normal wear and tear
- ✗ Problems caused by a lack of servicing or maintenance
- ✗ Issues with parts or equipment supplied by others
- ✗ Pre-existing faults within your system (unless part of the agreed works)
- ✗ Work carried out by third parties after we have completed our work



YOUR RESPONSIBILITIES

To keep your heating and plumbing system running safely and efficiently, we recommend you follow the manufacturer's servicing requirements and carry out regular servicing, including an annual boiler/service where applicable. This helps to maintain warranties and prevent future issues.



IF YOU HAVE A PROBLEM

If you believe there is an issue with any work we have carried out, please contact us as soon as possible. We'll always listen, investigate promptly and work with you to resolve the matter professionally and fairly. Your satisfaction is our priority.



BUILT ON TRUST. DRIVEN BY QUALITY.

We stand behind our work and are committed to providing reliable, long-lasting solutions you can depend on.





8 SAFETY, CERTIFICATION & COMPLIANCE

Your safety and peace of mind are our highest priority. We work to the highest standards and in full compliance with all relevant regulations.

WE ARE PROUD TO BE:



**Gas Safe
Registered**

Reg. No: 639671



**OFTEC
Registered**

Reg. No: C12345



LEGAL COMPLIANCE

- All our work is carried out in accordance with the relevant legislation, standards and codes of practice.
- We are fully insured with Public Liability insurance for your protection.
- Our engineers are fully qualified, competent and regularly trained.



BUILDING REGULATIONS

- All applicable work is completed in accordance with current Building Regulations.
- Where required, we will notify Building Control on your behalf and provide the necessary certification.
- You will receive all relevant compliance certificates on completion of the work.



BENCHMARK COMPLIANCE

- We are committed to the Benchmark Code of Practice for the installation, commissioning and servicing of domestic heating and hot water systems.
- This ensures high standards of customer service, workmanship and aftercare.



WATER QUALITY GUIDANCE

To protect your system and maintain efficiency, it is important that heating systems are properly cleaned and treated where necessary.

We recommend:

- ✓ System cleansing to remove debris and sludge
- ✓ Use of adequate inhibitor to protect against corrosion
- ✓ Regular servicing to maintain water quality and system performance
- ✓ Following BS7593:2019 guidance for best practice



Poor water quality can affect reliability and may invalidate manufacturer warranties.



IMPORTANT

For your safety and to ensure compliance:

- Do not interfere with or tamper with any gas, oil or electrical appliances.
- Do not remove safety devices or seals.
- Ensure access to appliances is always clear and unobstructed.
- If you suspect a gas leak, follow the Gas Safe guidance:



Open doors
and windows



Turn off the
gas supply



Do not use
electrical switches
or appliances



Call the Gas
Emergency Service
on 0800 111 999



OUR COMMITMENT TO SAFETY

We never compromise on safety or standards.

Our goal is to protect your home, your family and your peace of mind.



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9 RESPECT FOR YOUR PROPERTY, IF YOU NEED US & PRIVACY

We believe great service goes beyond the work we do.

It's about how we treat your home, your time and your information.



WE TREAT YOUR HOME LIKE OUR OWN

We are courteous, tidy and respectful at all times and take pride in leaving your home just as we found it – or even better.



RESPECT FOR YOUR PROPERTY

- ✓ We use dust sheets and take care to keep disruption and mess to a minimum.
- ✓ We protect your floors and surfaces where needed.
- ✓ We will tidy up after ourselves and remove any rubbish.
- ✓ If we make a mess, we clean it up.
- ✓ Please let us know if there is anything specific you would like us to be aware of.



We are committed to reducing our environmental impact and disposing of waste responsibly.



IF YOU NEED US



AFTERCARE SUPPORT

If you have any questions or concerns after we have completed your work, please get in touch.



WARRANTY MATTERS

If you experience an issue that you believe may be related to our workmanship within the guarantee period, contact us and we will resolve it as quickly as possible.



EMERGENCIES

For gas emergencies please contact the Gas Emergency Service on 0800 111 999.



We're here to help – before, during and after the work.



PRIVACY & YOUR INFORMATION

- ✓ We respect your privacy and protect your personal information.
 - ✓ We only collect information that we need to provide our services.
 - ✓ We do not share your information with third parties, except where required by law or to complete your job (e.g. warranty registration with manufacturers).
 - ✓ We store your information securely and in line with UK GDPR.
-  You have the right to access, update or request deletion of your personal information at any time.



GENERAL INFORMATION



Entire Agreement

These Terms of Business, together with any quotation or written agreement, represent the entire agreement between you and Pro Heat UK.



Governing Law

These Terms of Business are governed by the laws of England and Wales.



Third Party Rights

Nothing in these terms is intended to give any rights to anyone other than you and Pro Heat UK.



Changes to Terms

We may update these Terms of Business from time to time. The latest version will always be available on our website or on request.



Communication

We may contact you by phone, email or post in relation to your enquiry, booking or completed work.



Severability

If any part of these terms is found to be invalid or unenforceable, the remaining terms will continue to apply.



HERE WHEN YOU NEED US

We're not happy unless you're happy.
Thank you for choosing Pro Heat UK.

*Built on trust.
Driven by quality.*





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PLUMBING & HEATING

10 THANK YOU FOR CHOOSING PRO HEAT UK

Thank you for trusting Pro Heat UK with your home or business.

We are proud to do a job we love and even prouder of the reputation we have built on trust, quality and great service.

Your satisfaction means everything to us, and we are committed to keeping your heating and plumbing systems safe, efficient and reliable.

We appreciate your business and look forward to working with you again in the future.



OVER 50 FIVE STAR REVIEWS

Thank you for your support!

“ We value every review and recommendation. It means the world to our small business and helps us continue to grow. ”



OUR COMMITMENT TO YOU



CUSTOMER FOCUSED

We listen, we care and we always put your needs first.



QUALITY WORKMANSHIP

We take pride in our work and never compromise on quality.



HONEST & TRANSPARENT

Clear communication, fair pricing and no hidden surprises.



LOCAL & RELIABLE

A trusted local company you can rely on, today and for years to come.



SAFE & COMPLIANT

All work carried out to the highest standards of safety and compliance.

GET IN TOUCH

If you have any questions, need advice or would like to book a service, we are always happy to help.



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Office



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Email



www.proheatuk.co.uk
Website

*We're here
when you
need us.*



Pro Heat UK
Unit 4, Northfield Court
Oakwood Way
Darlington
DL3 7RG



Office Hours
Monday – Friday
8:00am – 4:30pm

*Keep this document
for your records*



These Terms of Business form the basis of our agreement with you. Please keep this document for your reference.



Built on trust. Driven by quality.

Thank you for choosing Pro Heat UK.
We look forward to keeping you warm for many years to come.



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