



Boiler Installation – Additional Terms

These additional terms apply to all boiler installations and form part of the contract alongside our Core Terms & Conditions.

1. Scope of Installation

The boiler installation includes only the works specifically described in the accepted quotation. Any works not expressly included are excluded and may be charged as additional works.

2. Existing System & Pipework

The installation price is based on the condition of the existing heating and hot water system as reasonably observed at the time of survey. We are not responsible for defects, leaks, or failures in existing pipework, radiators, valves, or components that occur following installation.

Any remedial work required to existing system components will be discussed and charged separately.

3. System Cleaning & Water Quality

Where system cleaning or flushing is included, this is carried out to a reasonable professional standard. We cannot guarantee that system flushing will remove all debris or prevent future issues caused by historic contamination or corrosion.

Ongoing water quality is the responsibility of the customer.

4. Controls, Upgrades & Compliance

Any upgrades required to comply with current regulations or manufacturer requirements (including controls, pipework alterations, condensate routing, flue positioning, or safety devices) will be included only where stated in the quotation. Additional compliance works identified during installation may be chargeable.

5. Concealed Works & Building Fabric

Boiler installations may require disturbance to walls, floors, cupboards, or boxing. Making good decorative finishes, plastering, tiling, or painting is not included unless specifically stated in writing.

We are not responsible for hidden issues uncovered during the works, including asbestos-containing materials.

6. Flues, Terminals & External Works

Flue routes and terminal positions are subject to site conditions and regulations. Where external works are required, reasonable visual differences or alterations may occur. We are not responsible for external finishes unless specifically included.

7. Electrical Supply

A suitable and safe electrical supply must be available. Electrical works beyond basic boiler connections are excluded unless stated in the quotation.

8. Manufacturer Warranties

Manufacturer warranties apply subject to:

- correct installation
- system water quality
- servicing at required intervals
- compliance with manufacturer terms

We are not responsible for warranty refusals due to factors outside our control.

9. Registration & Certification

Where applicable, Gas Safe and manufacturer registrations will be completed following installation, subject to full payment being received.

10. Delays & Access

The customer must provide clear access to the boiler location and associated areas. Delays caused by restricted access, unforeseen conditions, or third-party issues may result in additional charges.

11. Disposal of Old Equipment

Removal and disposal of the existing boiler and associated materials is included only where stated in the quotation.

12. Acceptance of Installation

Upon completion, the customer is responsible for inspecting the installation. Any concerns must be raised promptly. Use of the system following completion constitutes acceptance of the installation.