

AFTERCARE CALL TRIAGE GUIDE

Follow this flow to capture the right information and send to the correct team.



1. CALL RECEIVED

Gather Customer Information

Name • Address • Phone • Email • Builder (if known)
Issue Details • Request Photos / Videos • Error Codes

2. WHAT IS THE MAIN ISSUE?



LEAK / WATER INGRESS

Examples:

- Radiator leak
- Pipe leak
- Cylinder leak
- Overflow
- Damp / water stains



Request Photos / Videos

Check
Commissioning
Date

IS IT A PLUMBING LEAK?

Check the following:

- ✓ Roof leak?
- ✓ Shower tray not sealed?
- ✓ External drain / waste pipe blocked?
- ✓ Water ingress from building fabric?
- ✓ Skylight / window leak?

YES

NO

Builder / Snagging Team
to attend first
Not our plumbing responsibility.

Send to Plumbing Team
Log on Aftercare Tracker.



NO HEATING

Examples:

- No heating upstairs/downstairs
- Radiators cold
- Underfloor heating issue
- Heating not coming on



Request Error Codes & Photos of Controller

Check
Commissioning
Date

WITHIN 1 YEAR?

YES

NO

Send to Plumbing Team
Log on Aftercare Tracker.

Plumber to Review & Advise
May be Warranty Repair.



NO HOT WATER

Examples:

- No hot water
- Water not hot enough
- Hot water running out quickly



Request Error Codes & Photos of Controller

Check
Commissioning
Date

WITHIN 1 YEAR?

YES

NO

Send to Plumbing Team
Log on Aftercare Tracker.

Plumber to Review & Advise
May be Warranty Repair.



HEAT PUMP ERROR / FAULT

Examples:

- Error code showing
- Heat pump not heating
- Noise / leaking
- Outdoor unit issue



Request Error Code, Serial Number & Photo of Display

Check
Commissioning
Date

WITHIN 1 YEAR?

YES

NO

Send to Plumbing Team
(Our Warranty)
Log on Aftercare Tracker.

SERVICE CERTS REQUIRED
Request all Service Certificates from Homeowner.
See Heat Pump Warranty Process.



OTHER QUERY / ADVICE

Examples:

- How to use system
- Settings questions
- General queries



Gather Details
Provide Guidance
(Videos / Guides)



Provide Guidance / Advice

Send Videos or User Guides.
Resolve if possible.
Log on Aftercare Tracker.



BUILDER / SNAGGING TEAM

Common Issues:

- Roof leaks
- Shower tray seal
- External drainage blocked
- Water ingress
- Skylight leaks

Builder attends first.



PLUMBING TEAM

Common Issues:

- Plumbing leaks
 - Heating issues
 - Hot water issues
 - Toilet / bathroom issues
 - Pressure issues
- We handle plumbing inside the house.



PLUMBER TO REVIEW (OUT OF WARRANTY)

- Plumber to advise if repair is chargeable
- Customer to be informed
- Log all notes on Aftercare Tracker



HEAT PUMP WARRANTY PROCESS

Only completed when instructed.

Follow Heat Pump Warranty Flow (see next page / separate guide).



CUSTOMER GUIDANCE

- System settings
- How to use controls
- General queries
- Reduce unnecessary call outs



IMPORTANT REMINDERS

- Gather as much information as possible.
- Always request photos / videos.
- Check warranty date before sending anyone.
- Check Aftercare Tracker for previous issues.
- The more information collected, the less chance of unnecessary return visits.

COLOUR KEY

- Information / Initial Steps
- Plumbing Team (Within Warranty)
- Plumber Review / Out of Warranty
- Heat Pump Warranty
- Builder / Snagging Issues
- Customer Guidance

OUR RESPONSIBILITY

We only cover the plumbing inside the house.

External issues, roof leaks, blocked external drains and snagging must go to the builder.

