

AFTERCARE CALL GUIDE – OVER 1 YEAR WARRANTY

For issues reported over the 1 year plumbing warranty period

1 CALL RECEIVED
Gather Customer Information
Name • Address • Phone • Email • Builder (if known)

2 CHECK COMMISSIONING DATE
Is the property over 1 year from the commissioning date?



OVER
1 YEAR

3 Builders Warranties are longer than our 1 year Plumbing Warranty–
Call outs during this period are chargeable to the Builder,
at the end of every month send info to accounts to send invoice.



Advise homeowner the warranty has expired and explain
sister company MSM carry out Plumbing works once over
the year and call out is chargeable.

4 WHAT IS THE MAIN ISSUE?

LEAK / WATER INGRESS

Examples:

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

Request
Photos / Videos

Check if it is a
Plumbing Leak
(See checklist below)

YES

Proceed to Plumber
(Chargeable)
Log on
Aftercare
Tracker.

NO

Builder /
Snagging Team
attends first
Not our plumbing
responsibility.

NO HEATING

Examples:

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

Request Error Codes
& Photos of
Controller

Send to Plumber to Review
(Chargeable)

Log on
Aftercare
Tracker.

NO HOT WATER

Examples:

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

Request Error Codes
& Photos of
Controller

Send to Plumber to Review
(Chargeable)

Log on
Aftercare
Tracker.

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

SERVICE CERTS REQUIRED

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

Log on
Aftercare
Tracker.

OTHER QUERY / ADVICE

Examples:

- How to use system
- Settings questions
- General queries
- High Running costs

Gather Details
Provide Guidance
(Videos / Guides)

Provide Guidance /
Advice
Send Videos or
User Guides.
Resolve if
possible.
Log on
Aftercare
Tracker.



BUILDER / SNAGGING ISSUES (Not Our Responsibility)

- Roof leaks
- Water ingress from building fabric
- Skylight / window leaks
- Shower tray seal failure
- External drainage blocked

Builder attends first.



HEAT PUMP WARRANTY PROCESS

Only completed when instructed.

Follow Heat Pump Warranty Flow (see separate guide).



IMPORTANT

Plumber attendance after 1 year is chargeable
unless covered by a Heat Pump warranty.



Always log all information on the Aftercare Tracker.