

AFTERCARE CALL GUIDE – WITHIN 1 YEAR WARRANTY

For issues reported within the 1 year plumbing warranty period

1



CALL RECEIVED

Gather Customer Information

Name • Address • Phone • Email • Builder (if known)

2



CHECK COMMISSIONING DATE

Check the commissioning certificate date.

Is the property within 1 year of the commissioning date?



**WITHIN
1 YEAR**

3

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



Send to
Plumbing Team

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
Plumbing Team

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
Plumbing Team

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



Senior Plumber
decides if
Supplier warranty
call is required –
send warranty
request and
record on
required 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.

PLUMBING LEAK CHECKLIST

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



REMEMBER

More information collected
upfront = less chance of
multiple call outs.



IMPORTANT – ALWAYS REMEMBER

- All calls within 1 year of commissioning go to our Plumbing Team first.
- Always log all information on the Aftercare Tracker.
- At times, Builders Warranties are longer than our 1 year Plumbing Warranty – Call outs during this period are chargeable to the Builder.