

1. About Us

MyHeatPro Ltd ("we", "our", or "us") is a domestic heating company registered in England and Wales (Company No. 15470772) with a registered address at 39 Manor Avenue, Northwich, CW9 6DS. We specialise in gas boiler installations, servicing, and repairs.

2. Definitions

- **Customer/You:** The person or entity commissioning a boiler installation.
 - **Installation:** The supply, configuration, and setup of a new gas boiler and associated system parts.
 - **Materials:** All fixtures, pipework, boilers, flues, controls, and consumables supplied.
 - **Contract:** A binding agreement including these Terms, accepted quotes, and any agreed variations.
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3. Scope of Work

Our standard boiler installation package includes:

- Pre-installation home survey
- Removal and disposal of existing boiler (if applicable)
- Supply and installation of new gas boiler and magnetic filter
- Connection to existing system (pipework, radiators, controls)
- Chemical system flush (standard or powerflush as specified)
- Testing, commissioning, and registration with Gas Safe

- User demonstration and handover pack

Any non-standard requirements (e.g., new flue routing, electrical upgrades, smart thermostats) will be quoted separately.

4. Survey & Quotation

- All surveys are non-invasive and based on accessible areas.
 - Quotes are valid for 30 days unless otherwise stated.
 - If hidden faults arise, a revised quote will be issued.
 - A contract is formed when you:
 - Accept a quote in writing or verbally
 - Pay the deposit
 - Allow us to start work
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5. Customer Responsibilities

- Ensure safe access to property and work areas
- Provide electricity, gas, and water supply during works
- Clear areas where work is due to take place
- Obtain any required permissions or landlord consent
- **Home Preparation Requirements:**
 - You must remove any obstructions in the work area, including furniture, white goods, or personal items. If cupboards, shelving, boxing-in, panels, or other fixed joinery obstruct access to the boiler or pipework, these must be dismantled in advance.

- If we are required to dismantle or remove cupboards, boxing-in, skirting boards, flooring, or similar structures, this will be done at your risk. We do not guarantee the condition, reinstatement, or replacement of these items unless otherwise agreed in writing.
- If carpets or floorboards need to be lifted, you must notify us in advance if any flooring is glued down, fragile, or specialist in nature (e.g., engineered wood, luxury vinyl). While we will take reasonable care, we are not liable for damage to flooring or floor coverings that require disturbance.
- Any reinstatement of carpets, flooring, or furniture must be completed by the customer unless specifically included in the quote. We recommend you employ a qualified tradesperson for specialist reinstatement work.
- All belongings in lofts, airing cupboards, under stairs, or in boiler cupboards should be removed before our arrival.
- You must identify and declare any known fragile structures (e.g., lath-and-plaster walls, delicate ceilings, or historic features) which may be affected by drilling or pipework access.
- Lofts must be boarded and safely accessible with fixed ladders and lighting if work is to be carried out in those areas. Unboarded or unsafe lofts will require special access arrangements, which must be agreed in advance.
- If scaffolding, core drilling, or roof access is required (e.g., for flue or plume kits), we will assess suitability during the survey. Any access issues must be disclosed in advance.
- Pets must be secured, and children kept away from work areas at all times. We are not responsible for damage, escape, or injury caused by unsecured pets during works.
- We are not responsible for the movement or reconnection of appliances, cookers, washing machines, integrated units, or kitchen cabinets unless explicitly agreed in writing.

6. Timescales & Access

- We aim to complete installations within 1–2 days unless otherwise agreed

- Timescales are estimates; we will communicate delays promptly
 - Missed appointments due to customer absence may incur a fee
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7. Payment Terms

- 25% deposit upon booking
 - 50% due 7 days prior to start date
 - Final 25% due on completion (must be paid before we leave site)
 - Accepted methods: bank transfer or card
 - Late payments may incur interest (4% above BoE base rate)
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8. Ownership of Materials

- All materials remain our property until paid in full
 - We reserve the right to recover unpaid goods after due notice
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9. Guarantees & Warranties

- 12-month workmanship guarantee
 - Manufacturer warranties apply (registration handled by us)
 - Excludes issues caused by:
 - Pre-existing faults or sludge in your system
 - User damage or environmental conditions
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10. Compliance

- All installations comply with Gas Safe and Building Regulations
 - Certification and boiler registration completed within 14 days
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11. Variations & Additional Works

- Any customer-requested changes will be quoted and require approval
 - Emergency works (e.g., gas leak response) may be carried out without prior notice
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12. Cancellation

- You may cancel within 14 days of contract formation (distance sales only)
 - Cancellations must be in writing to info@myheatpro.com
 - If work or material orders have begun, costs incurred will be deducted
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13. Limitations of Liability

- We are not liable for indirect or consequential losses
 - Our total liability is capped at the value of the installation
 - We are not liable for issues with existing parts of your system
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14. Complaints

Email complaints to info@myheatpro.com. We aim to:

- Acknowledge within 3 working days
- Respond fully within 10 working days

15. Governing Law

These terms are governed by the laws of England and Wales.

By booking a survey, accepting a quote, or allowing installation to commence, you confirm that you have read and accepted these Terms.