

## **Appliance Servicing**

We carry out an initial basic functional check to make sure the appliance operates before we start any servicing works.

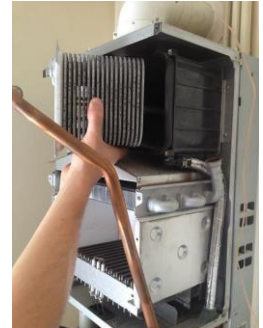
We will remove the front cover and make a visual inspection of the condition, looking for water leaks, loose cables, signs or stress within the appliance, burn marks etc, The flue connections are closely examined for any signs of leaks (spillage) and the door and or combustion chamber seals are checked. We often remove the boiler burners for inspection and or cleaning, this is not always necessary and we may be able to

carry out some pressure tests on newer boilers to ascertain if the burner requires removal.



We will check the system pressure on sealed boilers and check to see if the relief valve (if accessible) for weeping.

We then carry out the service checks as dictated by the institute of gas engineers, this may include



Gas rate test to see how much gas the appliance consumes

Gas pressure measurement on some appliances

Flue gas analysis to check the flue gas composition, we check the carbon dioxide level, carbon monoxide level, oxygen level and calculate the CO/C02 ratio where appropriate to make sure the appliance is operating safely.

On older open flue appliances we check the flue performance, spill tests and check for the correct ventilation requirements.

Finally we carry out a gas tightness test on the appliance, to ensure the boiler is not letting any gas escape.

## **Appliance Repairs**

Some appliance/controls repairs are quite straight forward whilst others are not, especially if the fault is intermittent and cannot be observed or replicated by us.

We will consider the most likely cause/s and make a best estimation of the fault/s, this may entail having to return to carry out further checks, observations etc. All time and parts used are chargeable, even for return visits.

If we replace an item, and it is not clear if any other items are intermittent or malfunctioning at that time we may have to return to address this, We try not to replace components for the sake of it, sometimes we do know its better to change a related component, then we will suggest we do so.

Please keep in mind if we do need to return to carry out further work, this is not un common, and is a strategy we take to only replace components that we feel really necessary to do so.

All work we carryout is warranted for quality of workmanship, we cannot however be held responsible for other additional appliance failures even if they occur after a recent service or repair.

On older appliances it is possible for faults to occur during repair or service by the nature of the old connections, poor wiring and or fracture of heat brittle components, these types of problems can sometimes occur and it is not due to heavy handedness during the works, and therefore all costs must be met by the customer, we will advise at all stages of the progress and discuss any options with you.

if we feel the cost of repair is not cost effective we will discuss your options at the time.

