

A Friendly Guide to Your New Heating System

Ensuring a Smooth and Efficient Experience with Worcester's No. 1 Installer in Oxford

Welcome! We are thrilled to be installing or upgrading your home heating system. We pride ourselves on the highest level of service and transparency. This guide simply outlines a few rare, but possible, circumstances that can occur with any heating system installation, ensuring you know exactly what to expect.

1. Existing Pipework and System Integrity

We always install your new boiler and components to the highest standard. Our focus is on the quality of the new system.

- **If we upgrade your system** (e.g., from conventional to sealed/pressurised): The new operating pressure can, in very **rare cases**, reveal existing weaknesses (like pinholes or loose joints) in your **original, older pipework** that was not installed by us.
 - **What this Means:** We guarantee all the **new pipework** we fit. However, we cannot be responsible for leaks that may occur in the pre-existing pipework. If such a leak were to happen, we would investigate it and charge for the repair separately, as it falls outside the scope of the new installation work.
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2. Air Pockets, Bleeding, and System Pressure

It is normal for air to enter the pipework during installation, and we thoroughly vent the system before we leave.

- **Initial Settling:** Air pockets can occasionally migrate to your radiators over the next **day or two**.
 - **Your Simple Task:** If a radiator feels cold at the top, we ask that you simply **check and bleed your radiators**. This is standard, easy post-installation maintenance.
 - **Pressure Re-Set (For Pressurised Systems):** If you release air, the system pressure will drop. Please then top the pressure back up to **1.2 bar** on the boiler's gauge using the external filling loop.
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3. Boiler Warranty and Servicing

You have peace of mind knowing you've invested in a quality product and installation.

- **Our Workmanship Warranty:** We provide a **12-month warranty** on all the new pipework and components that we fit.
 - **Boiler Manufacturer Warranty:** Your new Worcester Bosch boiler is covered by a generous warranty against product faults.
 - **Warranty Maintenance:** To keep the warranty valid, the boiler **must be serviced annually**. We are happy to perform this service and will send you **email reminders** when it's due.
 - **Boiler Faults Process:** On the **rare occasion** that a boiler fault occurs (e.g., displaying **error codes**), please **call us first**. However, to ensure the fastest resolution under the 10-year warranty, we will usually direct you to the dedicated **Worcester Bosch service team**. This ensures you benefit from their specialised support and parts.
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4. Controls and Getting Used to the System

We install and set up your thermostats and programmers for best efficiency.

- **Learning Period:** New heating controls and systems can sometimes take a little time to get used to the way they work and how to program them to your needs. We provide guidance, and we are confident you'll be an expert soon!
 - Please ensure, before the engineer leaves, that you are confident using the system controls, boiler interface, and system pressure top-up up.
 - **Wireless Controls:** If a **wireless thermostat occasionally loses connection** with its receiver, this is most often due to low batteries in the thermostat unit. We recommend checking and replacing the batteries as a simple first step.
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5. System Filters and Making Good

- **System Filter:** For the protection of your new boiler and to validate the warranty, a system filter is **mandatory**. It requires **periodic cleaning** as part of the annual service.
 - **Electrical Work:** We handle the basic electrical wiring for the boiler, programmer, and thermostat. For any **more complex electrical requirements**, we use a **qualified third-party electrician** to ensure full compliance and safety.
 - **Decorative Finishes:** While we are extremely careful, our work does not include the finishing touches like re-plastering, repainting, or reflooring after accessing pipework within walls or floors. **Making good of decorative finishes** remains the customer's responsibility unless explicitly included in your contract.
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We are committed to delivering the highest possible customer service and believe this transparency ensures a smooth, efficient experience for everyone. Thank you for choosing us!