

A HEATING AND PLUMBING SERVICE YOU CAN TRUST

You can probably count on one hand the number of times you've needed to call a plumber or heating engineer, and more often than not it's because there was some crisis or emergency.

And it's in those times of crisis, when you feel vulnerable, that you find yourself desperately flicking through a local directory and picking out the first half decent advert you can find. But we've all seen those 'tradesmen uncovered' TV programmes and most of us find it difficult to place our trust in anyone and feel confident that we're not being overcharged, or being made to pay for unnecessary work.

However, if you can remember a few points to ask yourself before hiring a plumbing or heating specialist, then you will be well on your way to finding a trusted tradesman:

- Are they CORGI registered?
- Is all their work fully guaranteed?
- Do they offer clear written quotes stating parts and labour; start and finish dates and payment terms?
- Do they offer references that you can check yourself?
- Can you pay by credit card so that your payment is protected?
- Do they have public liability insurance?
- Do they have a set complaints procedure?
- Is all their work fully compliant with the Building Regulations?
- Are the plumbers City & Guilds & NVQ qualified?
- Are they fully contactable, 24 hours a day, 7 days a week, and 365 days a year?

One local heating and plumbing company not only ticks all these boxes but even goes the extra mile.

Bates Heating & Plumbing Ltd has been offering a range of fully guaranteed professional heating and plumbing services including emergency, repair, installation, servicing and maintenance services to individuals and businesses throughout London, Essex and Kent since 2001.

'**Committed to quality**' and '**professional service**' are not empty promises with Bates Heating & Plumbing who have just launched their new website www.batesheating.co.uk.

CORGI registered and professionally qualified and certified, this business has grown from strength to strength thanks to a team of engineers committed to delivering fully insured work of the highest possible standards.

From emergencies to all-important servicing and maintenance; installations and refurbishments; Bates delivers the full package and a professional, trusted service every time.

Ivor Bates, owner of the business, says 'We fully vet all our engineers and ensure they hold the relevant City and Guilds or NVQ qualifications and have been trained by the leading industry associations and suppliers before we take them on. Otherwise they don't join our team – it's as simple as that.'

Ivor continues, 'We know it's not just a job well done our customers are looking for. Simple things like clearing up and leaving a home or office tidy are as much a part of the service as a professional installation or an expert repair. The dust pan and brush is part of the tool kit!'

Bates provides **FREE WRITTEN ESTIMATES** for all types of work:

- Heating: Central heating, solar heating, power flushing, under floor heating and gas safety
- Plumbing
- Emergency 24-hour call out service: burst pipes, heating system not working, leaks and blockages
- Servicing & Maintenance
- Installation, repair and servicing of Hot Water Tanks, Immersion Heaters and Boilers
- Kitchen and bathroom refurbishment and repairs

FACT! Plumbing and Drainage systems that are not regularly serviced or routinely maintained are 90% more likely to suffer breakdown, failure or blockage.

Most of us will admit to ignoring heating and plumbing problems until they develop into an emergency. Bates have found over their many years of service that these potential emergencies can be alleviated with a simple servicing and maintenance programme that is tailored to your heating and plumbing system – and your wallet.

Fact! Boiler Manufacturers will not guarantee any new boiler if the heating system is not chemically cleaned.

Flush that Slush!

Power Flushing is a powerful technique for cleaning central heating systems. It improves the performance of the heating system by flushing out sludge and scale, and promotes efficient energy consumption. If your radiators are cold, noisy or need bleeding regularly, or if your pump or boiler has failed, then you will definitely benefit from Power Flushing.

Bates' engineers are thoroughly experienced in the Power Flushing system. All work is fully guaranteed for one year and you will receive a certificate confirming that pH levels and cleanliness within your system correspond with industry standards.

FACT: It's recommended that most gas appliances like as boilers, cookers, hobs and gas fires are serviced at least once a year to make sure that any dangerous faults are dealt with by a professional.

Gas safety is of utmost importance. Carbon monoxide is a silent killer and the importance of making sure your gas appliances are functioning properly and not emitting harmful fumes is crucial. Bates offer a range of gas safety services including advice, testing and certification.

Manufacturers generally stipulate that their appliances are serviced annually and you should remember that the appliances' life could be extended by regular professional servicing.

FACT! Over 42,000 Active Solar Heating systems are estimated to be currently in use in UK homes and are said to be able to meet around half a users' annual domestic hot water needs

Let the sun shine in...and help with your heating bills!

With the growing emphasis on energy conservation more and more people are considering solar hot water heating to boost traditional methods of providing hot water for their home.

A solar heating system can provide a reasonable share of your domestic hot water energy. It can be used alongside any existing traditional water heating system to provide hot water energy, giving you peace of mind that you are doing your bit for the environment by reducing carbon dioxide emissions.

And nowadays it doesn't even matter if the sun isn't shining all the time, because the new vacuum tube solar panels are unaffected by things like wind chill or cooler air temperatures. Due to their vacuumed structure they can absorb whatever solar energy is available even on cold or dull days, meaning the system can provide hot water for eight months of the year and will assist your existing traditional system during the winter.

Bates Heating and Plumbing Limited is trained by Vaillant and certified by BPEC to professionally install solar hot water heating systems.

CONTACT

Bates Heating & Plumbing Limited operates throughout London, Essex and Kent. Visit their newly updated website for information, FAQs, testimonials, useful links, terms and conditions and full details of all the services offered: **www.batesheating.co.uk**

Emergency 24 hour service hotline:

0808 155 4362

Call 24 hours a day, 7 days a week, 365 days a year

General enquiries, maintenance and servicing and all other non-emergency heating and plumbing enquiries:

020 8924 3558

E-mail enquiries: service@batesheating.co.uk

USEFUL WEBSITES

Check that your chosen heating or plumbing engineer is registered with, trained and certified by various trade associations and bodies and adheres to various codes of conduct within the heating, plumbing and gas safety industry. Here are some useful websites:

CORGI www.trustcorgi.com

The CORGI badge is considered a guarantee of quality, making it the standard to look for when employing a tradesman.

Vaillant www.vaillant.co.uk

Vaillant has headed the heating technology industry for over 130 years and expertly train over 7,000 professional trades people every year.

The Solar Trade Association www.greenenergy.org.uk provides information on solar hot water and solar energy.

Notes for editor

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