

Frequently Asked Questions regarding the **Fixed Price Quote**^[28]

1. Would the relocation of my boiler be covered under the fixed price quote?

Yes this is covered. Even if we discover that the boiler needs to be relocated after the quote has been agreed, all parts and labour costs are covered for the relocation.

2. What if there are on site access or safety issues around working at heights/ladder work?

All our engineers are TETRA level 3 ladder and harness trained, but in the event of scaffolding being required for safe access it would be covered under fixed price quote.

3. Is asbestos removal covered under your fixed price quote?

Asbestos removal is covered, however the detection and removal of asbestos insulation board isn't included and would be charged for separately.

4. What happens if you detect a fault on my radiators when you're installing my boiler, would that be included?

If we have quoted for and are installing a full system including radiators, then any faults on your radiators would be covered. If we are just installing your boiler then this would not be included, as your radiators are not directly attached to the boiler and have no bearing on the installation of your new boiler.

5. I don't know if my home has a main earth supplied, is that covered under the fixed price quote?

No, it is the home owners responsibility to ensure, at your own cost, that your home has an adequate and safe electricity and natural gas supply connection. With this in mind, the main earth connection in your home wouldn't be included under fixed price quote. However, supplementary earth bonding to water/gas/oil pipes is included in fixed price quote.

6. What if you discover that my flue needs to be moved after you have provided the quote?

That would be covered. Repositioning the flue may also mean that the boiler has to be relocated; all of this would be covered under the fixed price quote.

7. What if there is more pipe work involved than you first thought?

Any additional pipe work and the labour involved would be covered under the fixed price quote.

8. If you can't carry out the boiler installation because there is a blocked drain would you cover this work under the fixed price quote?

No, it would be your responsibility to ensure that the drainage and water supply to your home is fully adequate and operational. These are not services that Help-Link can supply, so any work would need to be carried out by a specialist third party, paid for and arranged by yourself.

^[28] Exclusions apply. See help-link.co.uk/FAQs