

## **Plumbing & Heating Services**

**CJ Plumbing & Heating undertake all types of plumbing and heating services across Suffolk and Essex. Our team consists of fully qualified, experienced engineers with high standards of workmanship and customer service. We are both Which? Trusted Trader and Checkatrade approved as well as Gas Safe registered.**

### **Our range of services include:**

- Installation of central heating systems
- Boiler installation and replacement
- Power flushing and magnetic filters
- Gas Safety landlord checks
- Radiators and heating controls
- Full range of gas boilers available
- Shower and complete bathroom installations
- General plumbing
- Wet underfloor heating design and installation

### **Customer Service**

We believe in providing a great service and take pride in treating every customer with the same care and attention to detail. This is reflected in our 5-star Which? Trusted Trader and Checkatrade customer reviews.

Our plumbing and heating advisors have extensive hands-on experience and will give an honest assessment backed up with various options to make sure you get the best value solution for your budget.

For extra peace of mind we are fully insured, our work is fully guaranteed and when completed comes with all regulatory certification.

### **Heating systems serviced and repaired**

CJ Plumbing & Heating have a team of highly experienced boiler servicing engineers who are qualified and trained to service and maintain all types of boilers, as well as undertake any remedial work if required.

Additionally, we have a dedicated parts team so if your boiler does need any replacement parts we can source them quickly and cost effectively.



## Installation process

We can arrange to visit your property at a time that suits you – from early in the morning to late in the evenings and even weekends.

Our heating advisor will call beforehand to confirm your appointment\*. During the meeting please ask as many questions as you feel necessary. Our advisor will then survey the property with you and check over the existing system. They will check the boiler, radiators, controls, tanks etc., then advise you on your options and the best solution for your property.

\*Our engineers are provided with all the necessary PPE, information and risk assessments to keep them, and our clients, as safe as possible while carrying out assessments/works at your premises.

After our advisor has discussed the various options with you they will work out the most cost-effective solution based on your preferences, other factors and budget.

**We will give you a free, no-obligation, fixed-price quotation with no hidden extra costs.**

Once accepted we will work out a suitable delivery and installation date.

We usually arrange for the materials to be delivered a day or two before the installation date so our engineers can start work as soon as they arrive.

- Our Gas Safe engineers will always be briefed on the work to be done prior to the installation so they know exactly what to do
- Our Gas Safes engineers will discuss the job again with you so everyone involved is reassured and the job will run smoothly with as little disruption as possible. They will also discuss with you any cupboards or furniture that may need to be emptied
- Our engineers will lay clean dust sheets in the areas they are working to look after your property
- When required we will also arrange one of our qualified electricians to wire up the boiler and any controls required
- The electrician will also earth bond the gas and water main if necessary making sure the system is up to the current standards
- All electrical certification will be provided for the customer

Some jobs may take more than one day to complete so it is important that we make everything as comfortable as possible for you. It is our aim to always minimise disruption.

On completion of the work the engineer will test and commission the system. They will walk you around the system and check with you that everything is satisfactory. They will make sure everywhere they have worked is clean and tidy and any disruption is made good. Once we have finished we will complete all the commissioning reports and ensure all guarantees are in place and that all the building control certification is issued.

### **Preventative Maintenance**

Most heating engineers will tell you that about 75% of all repairs they carry out could have been avoided with regular maintenance. Heating system repairs typically run into hundreds of pounds, yet many people will only consider calling an engineer when the problem has developed.

An annual boiler service and check-up from one of our CJ Plumbing & Heating trained engineers can help you avoid an expensive repair job, as well as reducing your year-round energy costs.

### **Repair or Replace?**

Sometimes it's worth repairing an existing boiler rather than incurring the additional expense of a new boiler installation. You can count on our highly trained engineers giving you an honest assessment, our engineer will then advise you on the best course of action for your situation.

**Remember, all our boiler installations and repairs are guaranteed, giving you peace of mind.**

### **Which Boiler?**

We are not tied to any one boiler or component manufacturer, which means we're always open to listen to your requirements and preferences, where applicable, suggesting parts and boilers to best suit your needs and budget.

### **Safety Matters!**

Crucially, annual heating inspections can save your life and the lives of your loved ones. Small cracks in a heat exchanger or problems with the flue system could allow deadly carbon monoxide gas to seep into your home – accidental carbon monoxide poisoning causes a reported 50 deaths every year in the UK. A trained service technician knows how to spot danger signs in the system. Contact us for more information

## **Contact us for more information**

**Call us on 01473 822775 or email [info@cjplumbheat.co.uk](mailto:info@cjplumbheat.co.uk). One of our highly trained engineers will be on hand to discuss your needs – we'd be delighted to help you!**