

HEATBASE Ltd FACTSHEET 3

Visits to your property by Heatbase

Version 1 July 2021

After any visit

If there are any smells of fuel or fumes that were not present before the visit, you must inform us immediately.

If the visit was because of a smell, if this smell gets worse or has not disappeared or lessened within 24hrs you must inform us immediately.

If you cannot contact us, the appliance should not be used, and the oil supply should be turned off to prevent damage or further problems.

Service and Callouts

During a Service we will recommend the replacement of the Nozzle every time as this is specified by all appliance manufacturers, they also state that standard braided type flexible Oil lines should be replaced annually. Therefore, any appliance that has a braided flexible oil line fitted will be recommended to have them replaced with "long life" flexible oil lines. Ideally a "long life" flexible oil line will last up to 5 years (but the maximum warranty period given is 3 years), external factors and conditions such as increased temperature from oil pumps running hotter than normal, high ambient temperatures within the casing due to back pressure, high temperatures from direct sun in purpose made external boilers or low system pressure etc. may cause damage, discolouration or stiffness and reduce the life of the oil lines. If we feel that these lines are starting to degrade, we will also recommend their replacement regardless of age or date of installation.

FAILING TO REPLACE A NOZZLE ANNUALLY MAY AFFECT THE COMBUSTION AND EFFICIENCY OF AN APPLIANCE (AND AFFECT YOUR WARRANTY) BUT FAILING TO REPLACE A BRAIDED FLEXIBLE OIL LINE ANNUALLY OR A "LONG LIFE" FLEXIBLE OIL LINE THAT SHOWS SIGNS OF WEAR, OR THAT IS BEYOND ITS WARRANTY DATE, MAY RESULT IN AN OIL LEAK AND IS DEEMED AS A POTENTIAL SAFETY AND ENVIRONMENTAL RISK AND ANY INSURANCE POLICY THAT YOU RELY ON IN THE EVENT OF A CLAIM MAY BE AFFECTED.

During a visit we can sometimes discover a potential problem with a component which we think may fail soon or may cause other problems or damage to other components and we will therefore recommend that it is replaced. Hopefully by replacing these items it will be less likely that the appliance will suffer from breakdowns. Items that may have "crusts" from existing or previous water leaks should be considered for replacement as lime scale can eventually corrode through copper pipes or fittings.

Replacement of recommended parts or work

Customers are well within their rights to refuse fitting of any recommended item or to carry out any recommended work, and we respect their decisions to do this, but in the event of a failure we cannot be held responsible for any subsequent breakdown or failure or any damage caused and liability will fall back to the owner/householder or person responsible for the property. Any additional visit to replace an item that has previously been recommended and refused will be chargeable.

We are told in British Standards 5410 (which is the code of practice we must work and advise to), to notify you that failure to address any concerns identified, recorded and reported may invalidate any insurance policy you may rely on. Apart from notifications on our Job sheet/reports, numbers in brackets() alongside any warning are the relevant factsheets that you can view on our website www.heatbaseoilservices.co.uk and it is strongly advised that you read them in order to understand any problems you have, or implications of problems if they are not rectified. Factsheets 15, 3,7, 8,30 will be sent with any Invoice and Factsheet 3 will be left at every property, including rented or holiday cottages.

You are advised to check for any smell or leakage of oil or water after a Service or Repair at your oil tank or boiler/cooker, especially if they are situated in an area that is not visited on a regular basis. If your problem was pressure related or the pressure was noted as being low on a service, please make sure you check your pressure on a regular basis and in the correct manner, to ensure the problem is rectified, so as not to cause further damage to components. We insist that someone must be present within a property for up to 24 hours after a visit, or that someone checks the appliance again the next morning at the latest.

Any recurring problem should be reported at the earliest opportunity and within 2 weeks of any visit. Reports after this time may not be accepted as genuine and therefore additional charges may be incurred.

You are also advised it is your responsibility to regularly check your Oil tank and fuel supply line, regardless of its type and more frequently during Hot or Cold weather and in the weeks following fuel deliveries. Stress cracks can appear in plastic tanks when the tank has been filled, but then seemingly disappear when fuel levels become low again due to expansion and contraction of the plastic it means it is virtually impossible to ensure a tank is in good condition. A visual tank inspection is not a guarantee of longevity only a view of the condition of the tank at the date and time of inspection as cracks and splits can appear suddenly and without warning. Therefore, it is crucial that you make regular checks of your Oil Storage facility.

As underground Oil tanks cannot be visually inspected there is no easy way to determine their condition. BS 5410 states that You are advised that you should have the integrity of the tank and its associated pipework verified at least every year by a specialist contractor.

It is the Owner/householders responsibility to ensure their system is compliant and safe.