

HEATBASE Ltd FACTSHEET 9

The Importance of Servicing

Version 1.3 July 2021

Once installed, to maintain the high levels of efficiency your Oil boiler, cooker or stove gives; regular routine servicing is essential. The service includes inspecting the Oil tank condition and dipping the fuel for the presence of water and cleaning or replacing the fuel filter (where possible or practicable), cleaning the heat exchanger and combustion area as well as cleaning the burner and recommending or replacing any necessary service changeable parts, ending with the analysis of flue gas emissions (boilers and pressure jet cookers) and resetting them where necessary to obtain optimum efficiency.

Climate change is a Global issue 20% of all the Greenhouse gases produced in the UK come from homes and 70% of that from boilers. A coating of soot or scale the thickness of an eggshell can increase fuel consumption by 10%. An incorrectly adjusted burner could easily increase fuel consumption by another 10%.

A fouled heating system also increases fuel consumption; 1mm of scale can increase fuel consumption by 7.5%, while a 12mm layer can raise this figure to 70%. Magnetic filters such as the Adey Magna clean can be fitted to your system, which will help keep it clean and ensure maximum efficiency.

It necessarily follows that a well Serviced boiler and clean heating system will work more efficiently and helps reduce these harmful Greenhouse gases, saving our planet whilst at the same time saving the householder money.

In addition, if no one had their appliances Serviced most of the Companies working within the Industry would either go out of business or would have to reduce their workforce as it would be impossible to survive on breakdown cover alone. This would lead to chaos in the colder months, trying to find someone to carry out a repair within a reasonable time scale and at a reasonable price.

That's why we offer our loyal and regular customers up to 30% discount on Service and callout costs and 10% discount on parts used (providing our payment terms are met); as well as giving them priority for breakdowns over the non-regular customer.

Sometimes during a service, things can be picked up that are going to fail soon, or that may be causing damage to something else. If that part is fixed, it may prevent a breakdown and save you money.

Although we can't help with the price of fuel, regular servicing will ensure your boiler is working at its optimum efficiency and so using the least amount of fuel as possible and gives you access to our regular customer discounts. Our Service plans can also help by paying one fee for the entire year, so you don't have any large unexpected bills.

Winter is the busiest season of the year for Service companies as customers want their appliances serviced ready for winter and boilers breakdown more frequently as they are being used more often. Ideally boilers should be serviced during the warmer months which allow more free time in the winter; which then leads to quicker response times for breakdowns. We rarely take on new customers between September and February as we are usually fully booked, it is therefore crucial that people let us service their appliances when they are due as we cannot let down regular customers to fit in ones that should have been done months earlier.

Outside boilers need to be serviced/repaired on a dry day due to Health and Safety issues, as well as the possibility of rain causing damage to electronics and other parts of the boiler.

We would advise properties that are used as Holiday Cottages or weekend properties should turn off main the stopcock in the property if it is left unattended for any length of time and that the boiler is serviced either before or after the season starts, to try to ensure minimal disruption to guests; caretakers should also ensure that boilers are working correctly before new guests arrive, as we do not operate a 24hr 7-day callout facility.