

# expect as a Warm Front customer

## Hot-water-tank jacket

You will receive a hot-water-jacket if it's recommended and you are receiving any other insulation or heating work. The jacket wraps around the hot-water tank.

This will stop heat from the hot water in your tank escaping.

## Heating work

**If you qualify for heating improvements, you may receive one of the following.**

- Repairs to your heating system
- A replacement boiler
- A new heating system

All heating work will need a technical survey. This is carried out by your Warm Front installer and they will decide exactly what is needed for your home. They will discuss this with you when they visit.

**You can expect to wait up to eight weeks for your installer to carry out a technical survey.**

We will order the materials and tell your installer when to collect them. The installer will bring the heating system with them on the day they have arranged to install it. In some cases, they may need to leave the heating system or some equipment with you beforehand, but they will only do this with your permission.

It usually takes around two working days to fit a heating system.

For all heating improvements, the installer will show you how to use the controls and will answer any questions you have.

**Following your assessor's visit, you can expect to wait between four to six months for your heating work.**

## Repair

If your heating system needs to be repaired, your Warm Front installer will check it thoroughly. Your installer may be able to fix your heating system during the first visit. Or, they may have to order parts to fix your boiler and arrange to come back and carry out the repair at a time that is convenient to you. If the installer feels that the boiler or heating system cannot be repaired, they will recommend a replacement unit.

## Replacement boiler

During the technical survey, the installer will discuss a replacement boiler and the best position for the boiler within your home.

## New heating system

During the technical survey your installer will explain to you the new central-heating system that will be installed and the most suitable position for the boiler, radiators and necessary pipework.

The gas central-heating system we install will give you heating in at least five main living areas, and with up to six radiators. (One radiator in each of the five main living areas plus one extra radiator if a room cannot be heated by one radiator alone.) Your installer will assess whether this is necessary.

We cannot install radiators in conservatories, loft spaces, utility areas, toilets, cloakrooms or porches.



**Steps continued over the page.**