

1.0 General notice & clarification of terms/parties

References in these conditions to 'Heatable', 'we' and 'us' are references to LoveLeads LTD t/a Heatable (company number 08804726), whose office is registered at Glebe Business Park, Widnes, Cheshire, WA8 5SQ. References to the 'installer' 'contractor' 'engineer' and 'you' are references to the person or company whom has entered into the agreement with us.

These terms and conditions or 'terms' tell you how we will provide orders to you, your obligations to fulfil these orders, how you may end the contract, what to do if there is a problem and other important information. Please read these terms carefully before agreeing to them. By agreeing to these terms, you agree to be bound by them.

1.1 Amendments

We reserve the right to:

Update these terms at any time and any changes will be notified to you via email. No further orders will be placed with you if you do not agree to the new terms or fail to sign them. If you agree to the new terms, these will take effect immediately.

1.2 How customers buy boilers from Heatable

Customers browse and select a boiler replacement package via our website. Different packages are shown to the customer depending on the selections they made about their current system and the type of system they would like. For example, a customer may input that they have an existing combi boiler in a bedroom which they would like to replace with a new combi boiler, in the same location.

Customers can checkout online, select a payment option and choose an installation date. At the point of selecting an installation date the customer will also have a chance to review your Heatable profile. The profile details your name, reviews from previous installations and a photograph of you so they know who to expect on the day of installation.

Following a successful checkout, customers are prompted to take a set of pre-determined photographs of their current installation. The purpose of this is to allow our technical team and yourself a chance to prepare products or suitable equipment to successfully complete the installation without delay.

2.0 Setting your availability on Heatable

When customers checkout online, they will select an installation date which suits them. Customers only see available dates which installers have allocated availability on via the Heatable Hub. Updates are in real time so if you have set availability for a certain day and your work pattern later changes and you can no longer accept a job for that day, you'll still be shown to be available on the website until you update it.

Customers can check out and select an installation date 24 hours a day on Heatable, it is imperative that installers manage their availability on the Heatable Hub. If installers do not manage their availability and you fail to accept jobs which have been selected by customers, then your performance score will drop dramatically, and you will likely be removed from the portal.

2.1 Accepting a job

When a customer has booked a job with you, you'll receive an email to notify you of this and the job will appear as available under the job section of the Heatable Hub. You are required to quickly accept or decline this job. Once the job is accepted, the date on the calendar will show as green as confirmation of your acceptance.

2.2 Customer contact

Once a customer has booked for install, the office will forward you all the customer contact information, job description, materials PO and collection address for the nominated merchant via the Heatable hub. The office will advise the customer to expect contact the day before the installation from the engineer, please call them or send a polite text message.

Customers are advised that engineers arrive on site between 7.30-9.30am. If you are not going to arrive during these times, contact the customer at the first opportunity when safe to do so.

2.3 Unable to attend job

If you are unable to attend a job due to you being ill, please call 0330 113 1333 and speak with the scheduling team. You must contact us with as much notice as possible and always before the start time of your job.

2.4 Rescheduling a job

If for any reason you cannot carry out the install on the booked date, you are not permitted to reorganise an alternative date with the customer. Contact the scheduling team on 0330 113 1333 to cancel the job from your Heatable Hub and we will re appoint another engineer who will attend the original appointment.

3.0 Job materials

Materials are pre ordered and picked from a nominated merchant. These will be ready collect 24 hours before the installation date. The nominated merchants contact details and address will be listed on the job via the Heatable Hub.

You will be issued a purchase order number with your work instruction, and will require this PO number to collect your materials. If you have any issues collecting materials, please contact the office on 0330 113 1333.

CHECK THE MATERIALS MATCH THE PURCHASE ORDER BEFORE SIGNING FOR THEM. The responsibility of all materials including missing items falls with the engineer who signed for them.

3.1 Materials not supplied by us

Heatable will supply - the boiler, the flue, a set fittings pack, a controller, a boiler filter (where required) and chemicals.

Contractors are to supply – Condense plastics, sundry fixings, other fittings up to the value of £20.

If pipe or other materials which exceed the value of £20 are required, please contact the office on 0330 113 1333 with your job number who will be able to assist. Ideally, the contractor will source and install these products then add the cost of the materials to their invoice (with photographic evidence).

4.0 Changes to the original order

For any major unforeseen changes or technical queries on the installation day - such as boiler changes, moving location of the boiler or the customer selected product is not suitable for the type of system etc - you must contact the office before agreeing anything with the customer.

What happens next?

One of our technical advisors will discuss the job with you and together you'll work out a practical solution for the customer. Heatable will then contact the customer to discuss the proposal and take payment to cover the cost of the additional works (if applicable).

Heatable will also recalculate and agree the fee due to you for the additional works/labour in-line with our pricing schedule. You'll be required to provide photographic evidence along with your invoice to support your claim. You are not permitted to directly take the additional payment for these works from the customer in any format, even if your intention was to deduct this from your invoice to Heatable.

You'll be responsible for ordering and collecting any additional products and labour to complete the works within the same appointment. If this isn't possible for you, inform the Heatable office ASAP and we can reorder on your behalf.

If no solution can be sought between our technical team, you or the customer then the job will be cancelled, the customer refunded, and your work instruction cancelled. No payments are due to contractors from Heatable if the job fails to proceed.

4.1 Additional requested works

If customers would like additional works completing such as replacement radiators, installation of other gas appliances or other plumbing works which fall outside of the scope of the original customer order or an agreed variation to the original order between the customer and Heatable, then contractors are permitted to quote these works directly, collect payment and take ownership of the works.

5.0 Subcontracting Works

Under no circumstances are you permitted to subcontract these works to another installer, Gas Safe registered or not. We will advise the customer the name of the installer and who to expect on the day. All our network contractors are pre-vetted to maintain quality, safety and brand protection of Heatable. Any installer found to be subcontracting their works will be removed from the network.

5.1 Customers cancelling a job

If a customer cancels the installation, we will notify you as soon as possible. We will always try to assign a replacement job for you however, this isn't always possible. No cancellation fees are paid to engineers from Heatable if no replacement jobs are found.

5.2 Photographic surveys

There will be some occasions where a customer is unable to send through photos, for example if they are not technically proficient, on these rare occasions you, the engineer, will be expected to assess the job on arrival and call the office to discuss any issues that arise.

5.3 Jobs running over

If your job is going to run over the time allocated, then advise the customer and office as soon as possible so arrangements can be made.

5.4 Electrical connections

It is the responsibility of the installer to provide appropriate electrical labour to wire the boiler, controllers etc. If you require technical advice, contact our electrical compliance team on 0330 113 1333 who will be happy to help.

6.0 Taking payment from customers

Heatable will never request a customer to make payment to a subcontractor following a completed installation or for any alterations to an original order. All payments for orders are taken before the customer can complete their transaction online, payments for any alterations to the original order will be dealt with between Heatable and the customer only.

7.0 Installation standards and meeting regulations

It is the responsibility of the installer to always comply with Gas Safe and all other industry and manufacturer specific regulations when carrying out work on behalf of Heatable. You should take care to survey the location and system of that which you will be working on prior to beginning your work, making sure that you are certain that once completed, the new system will meet all industry safety, compliance and building regulations. Your acceptance of these terms dictates that you agree to bearing the responsibility of this and therefore any repercussions that may arise through non-compliance.

7.1 Completing a job

In order to complete a job, you need to complete the installer link which was sent to you by email previously. This will walk you through closing a job down and what information and photographs are required for completion. If you miss any items or do not complete the form in its entirety, then your payment will be frozen until the information is sent to the office.

7.2 How to invoice for completed jobs

Invoices must only be sent once you have completed the job and returned all of the information via the Heatable Hub.

Invoices must be addressed to:

Heatable
Glebe Business Park
Widnes
WA8 5SQ

Invoices must include:

Your business information including trading name and registered address

Your UTR number
The installation address & job number
The value of the works completed in accordance with our schedule of rates
The value of any extras (photographic evidence of which must be sent with your completed job)
Your bank details (sort code, account number, account name, bank address)

7.3 Payment

Payment terms are weekly runs on a Friday. Invoices with completed job packs need to be submitted by 1pm Wednesday to make that week's payment run. Invoices and packs which come in after 1pm Wednesday will be paid on the next weeks payment run.

Payments will be made to the account nominated by yourself during your onboarding phase. You can change this account anytime but need to inform us at least three working days prior to any due payments. Heatable will not take responsibility or issue refunds in instances where you have provided incorrect bank details and failed to receive payment.

7.4 How to avoid payment delays

The main reason contractors encounter payment delays are:

Missing or unclear images of your completed work
Missing information such as FGA readings, benchmark etc
Missing serial numbers from boilers, filters etc
Invoices not addressed to Heatable or missing contractor company information

7.5 Travel expenses

The cost of travel any welfare expenses are the responsibility of the contractor, unless a prior agreement is made with Heatable. Any claims for agreed travel expenses or welfare will be added to your invoice with photographic evidence/receipts.

8.0 Customer satisfaction

We try to make sure every customer is 100% happy and rely on engineers to take pride in their work and do a first-class job. You'll earn an extra £10 for every 5-star review obtained from your customers. A link will be sent to the customer to complete on the day of the install, politely requesting the customer to review the quality of your installation and customer service.

8.1 Vulnerable customers

If you attend a job and have concerns that the customer may be vulnerable, then you must contact the office on 0330 113 1333 before starting any works who will advise you further.

Generally, a person is considered to be vulnerable if it would be unreasonable to expect them to be able to deal with a problem themselves. There is no legal definition of a vulnerable person, but the National Standards for taking control of goods says this could include:

- Older people
- Disabled people
- The seriously ill
- The recently bereaved
- Single parent families
- Pregnant women
- Children aged 16 and under
- Those who have obvious difficulty in understanding, speaking or reading English
- People with mental health issues

9.0 Waste disposal

It is the responsibility of the engineer to dispose of any redundant parts/materials/packaging from the customer's home and leave the area clean and tidy. Header tanks may be left in the property if they exceed the loft hatch size but must be fully drained down, try to remove them when practical to do so. All waste must be disposed of in a correct and proper manner. Contractors are responsible for maintaining their own waste carrier license.

9.1 Damage to customer or public property

All financial liability for damaged caused by contractors to customer or public property is the responsibility of the contractor and their insurance providers (if applicable).

If you cause any damage to any customer or public property, then you must contact the office immediately on 0330 113 1333 who will advise further.

Damage caused as a result from burst pipes by pressuring the system is the responsibility of the customer. Customers must read and agree to our terms before completing their order, damaged caused by pressurising pipes is specifically referenced in these terms. Under these conditions, you are duty bound to survey the pipework and joints for weak points (where accessible) when pressurising a system in order to reduce the likelihood of leaks.

10.0 Insurance

To complete your onboarding process, you'll be required to provide a copy of suitable insurance policy which covers you and your business activities. If your insurance is due to lapse and you do not provide a copy of your new policy on or before the end date of your current policy then we will remove you from the system without notice, until a copy of your insurance is provided to us.

11.0 Qualifications

We'll ask you to provide copies of your training and qualification certificates when you onboard with Heatable. If you gain any new qualifications which may increase the type of jobs offered to you (oil, LPG etc) then contact the installations team so these can be added to your account.

If at any point you have any qualifications or certification which you previously notified us that you held revoked or cancelled you must contact the installations team immediately. It is your responsibility to keep Heatable updated with any and all changes to qualifications and licenses you hold. It is also your responsibility to ensure that any expiring documents are updated/replaced in a timely manner and if you foresee any gap in between renewals, to inform the Heatable team immediately. Failure to inform us of any such changes will result in the immediate termination of your account.

11.1 DBS

To successfully onboard with Heatable, you'll be required to provide a copy of a in date DBS certificate, if you don't hold a current DBS certificate then the installations team will be happy to advise on how to obtain one. Payment for this will be your responsibility (costs as of January 2019 are £25 from Disclosure Scotland, directly).

If at any time your circumstances change which would affect the status of your current DBS certificate, you must contact the installations team immediately.

12.0 Terminating your account/contract with Heatable

Heatable's sub-contracting agreement with installers is run on a simple, rolling contract. Your ongoing compliance with our terms and conditions requires us to uphold our payment agreement with yourself after completed installations.

If you no longer wish to carry out work for Heatable. Please contact your Heatable account manager at your earliest convenience. After ensuring that you have completed any outstanding jobs assigned to you in accordance with our terms, any outstanding monies owed to you will be cleared for the following payment run and you will receive confirmation that your account has been removed.

13.0 Waiver

No waiver by us shall be construed as a waiver of any proceeding or succeeding breach of any provision.