

## **Mulgas Service Guarantee**

- We will at all times be honest.
- We will listen and assess your needs and provide you with accurate, impartial and clear advice.
- Once works are complete, we will continue contact with you to ensure you are totally satisfied with the installation of your new system.
- We will provide you with a free carbon monoxide detector with all new boiler installations for your piece of mind.
- We aim to keep our customer for life and will provide a high level of service to do so.
- We will build a relationship with our customer on trust.
- We will be transparent with all our prices.
- All our quotations will be free of charge.
- We will offer discounts to OAP's.
- By reducing your fuel consumption, we will guarantee that by improving the efficiency of your system we will save you money.
- We will always aim to help you reduce the carbon footprint of your home.
- We always fully guarantee our work and systems.

## **The Benefits of a Mulgas System.**

- **High Efficiency Products Only**  
In fact all the appliances we install are sedbuk 'A' rated, better for you, better for the environment.
- **Fully Skilled Engineers**  
Because you would not expect anything else.
- **Easy Payment Methods**  
Ask a representative on how you can spread the cost.
- **Priority Premier Service**  
Becoming a Mulgas premier customer means that you get priority at all times. We treat our customers how we expect to be treated.
- **Locally Based**  
No need to ring the other side of the world, we are only down the road.
- **Total Respect For You and Your Home**  
Our staff will treat you and your home with respect at all times. We believe natural politeness and courtesy is on our company's competence list.
- **Fair Pricing**  
We aim for a win-win or no deal situation. We want an agreement where we both feel totally happy, with the best solution found.

## **Glossary**

### **Condensing Boiler:**

Simply put, a condensing boiler converts more energy to heat resulting in higher efficiencies, reducing fuel bills and greenhouse gases. The technology has been around for the more than 20 years.

### **Combination Boiler:**

'Combi' boilers do not store water in a traditional hot water cylinder but instead only heats the water you need and its all at high mains pressure.

### **Regular Boiler:**

Traditional conventional with separate controls for heating and hot water, a hot water cylinder is fitted and normally an expansion cistern in the loft.

### **System Boiler:**

Much like the above but has no expansion cistern. Pressurises the system to reduce corrosion and allows a little more flexibility to site the boiler.

### **Sedbuk Rating:**

Seasonal efficiency of domestic boilers in the U.K. rated from A-G, 'A' being the highest rating of over 90% efficient.

### **Motorised Valves:**

A component which allows the hot water and heating system to work independently of each other.

### **Earth Bonding:**

A legal safety requirement to have all metal parts within a system connected to earth to prevent electrical shocks.

### **Unvented Cylinder/ Thermal Store:**

A system which stores high pressure hot water for better performance at taps and showers.

### **Programmable Thermostat:**

Allows you to set the central heating to come on at set times and at different temperatures if required.

## **Company Declaration**

Our mission is to constantly improve as a business and build lasting relationships with our customers by exceeding their expectations.

We invest in innovation. We believe that the company that is committed to being a leader in the field in which it competes, will be the company that consistently develops the best solutions and products for its customers.