

Covid-19 Compliant Electric Storage Heater (ESH) Installation Process



Important information for customers



Our installation engineers will call the customer the day before the planned installation to ensure that nobody at the property has any symptoms of the C-19 virus and is not self-isolating. They will confirm the installation time and schedule and that the customer has their mobile number in case they need to contact them.

Important information for customers



The engineers will confirm the customer's responsibilities.

Prior to the arrival of our engineers, the customer should ensure that they have made adequate arrangements so that social distancing measures are in place and can be maintained during the installation. The engineers must have access to the installation area and the supply meter.

All members of the household must be aware of the installation and what it involves to ensure everybody remains safe.



30 Minutes before arriving at the customer's property, the engineers will call the customer to ensure they are ready for the installation to be carried out.



Our engineers will use new PPE for each installation and this will be fitted prior to entry into the property. This ensures all parties are protected. The PPE will consist of a face mask, gloves and shoe covers. We can provide a face mask upon request for the customer

Our engineers will avoid touching any surface, such as door handles, worktops etc, unless unavoidable for the installation. If so, they will be wiped down with a mild spray bleach solution in line with government recommendations



Prior to the removal of any old heaters they will be cleaned with a spray bleach solution and paper towels. When dismantling any old units, they will be packaged to allow for removal from the customers property. The installation area will also be cleaned for the new heater(s)

Our engineers will Install the new ESH and clean up all rubbish, placing it into the old packaging. They will Hoover the area to ensure it is left tidy and clean. The engineers will demonstrate the operation of the heaters whilst following social distancing rules. We will also email links to online videos showing how the heaters work. Finally, our engineers will remove all equipment, rubbish and packaging from the property



Important information for customers

Our engineers will clean their iPad with an anti-bacterial wipe, and ask the customer to sign all required satisfaction and completion signatures. The iPad will be left on a surface 2m away to maintain social distancing requirements



The engineer thanks the customer and removes all tools and equipment, which are then cleaned.

Important information for customers

We then advise the customer to thoroughly wash their hands for at least 20 seconds after the engineers have departed



Sign

Print Name

Date