



**Say hello  
to your new  
boiler**

# Hello from all of us at Arlow Plumbing and Heating

Hello, I'm Tom, the founder of **Arlow Plumbing and Heating**, with over 20 years of experience dedicated to serving customers in Bridgwater, Taunton, and nearby areas. Our **main objective** is to ensure the comfort and safety of our customers while **delivering exceptional service**.

We take pride in being one of the leading companies for boiler services and installations in our local area. Our company values are the cornerstone of everything we do. We are committed to providing a professional service to all our customers through our highly skilled and friendly engineers. Our dedicated office team is also here to ensure that you receive the first-class customer journey you deserve.

As heating engineering experts, we bridge the gap between you and the ever-evolving field of heating technology that is transforming the country. We are confident that this brochure will provide you with the reassurance and confidence to choose us as your trusted partner for all your central heating and hot water installation needs.

- ✓ **Local independent company**
- ✓ **Over 550 5-star reviews**
- ✓ **Fully insured**
- ✓ **Friendly and trustworthy team**
- ✓ **Respectful of your home**
- ✓ **Qualified heating engineers**
- ✓ **Extended boiler guarantees**
- ✓ **Professional, reliable and honest**
- ✓ **Pride in our workmanship**
- ✓ **Great aftercare**



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“

Arlow Plumbing and Heating was set up with one thought in mind, to provide a reliable plumbing and heating company to local people, whether it be a new boiler installation, service or heating maintenance.

”

Arlow  
PLUMBING & HEATING

WORCESTER

Watch our video here



SCAN ME

# What people say about us

**Over 550 5-star reviews** - We are proud to be recognised as the go-to choice for local customers. Our exceptional reputation has been established through a commitment to quality, reliability, and outstanding customer service.

This is a true testament to our **commitment to delivering high-quality products/ services and exceptional customer service**. We are grateful for each and every one of our customers who took the time to share their positive experiences. Our promise, is to continue providing a top-notch service to ensure that our customers always feel valued and satisfied.



“

Arlow Plumbing are just a great, reliable team of professionals. Following some significant central heating work, which they did a really great job of we now use them to service our heating system annually. From experience, finding the 'right' people these days who you can trust to do a good job is a challenge, however we're really happy with Arlow Plumbing & Heating and will continue to use/recommend them...

”

To read more  
Trustpilot reviews:



“

Would like to say a big thank you to the Arlow Plumbing and Heating company for their wonderful job, I'm using them for 3 years, always reliable and valuable, definitely value the money, and recommend this company 100%

”

“

Arlow Plumbing & Heating fitted my combi boiler in a day, back 2014, and I'm very satisfied with the quality of work, excellent service. The boiler had been serviced annually since fitted. I would recommend to family and friends.

”

To read more  
Google reviews:



# Why choose us?

**Why choose us** for your new heating and hot water installation?

1

## Reviews

We are thrilled to announce that we have received over **550 5-star reviews on both Google and Trustpilot**. This is a true testament to our commitment to delivering high-quality products/services and exceptional customer service.

4

## Accreditation

Fully accredited with **Worcester Bosch, Gas Safe and OFTEC**. Our team of experts continually receive extensive training and certifications to ensure that we are up to date with the latest technology and installation techniques.

2

## Professionalism

We **pride ourselves on our professionalism**. From the moment you contact us to the completion of the installation, we aim to minimize any disruption to your daily routine and will always leave your property clean and tidy.

5

## Extended Guarantees

Accredited partnership with **Worcester Bosch** offering a direct extended manufacture guarantee unlike a lot of online companies.

3

## Great value

Competitive pricing and different options to make the process **more affordable for you**.

6

## Full Insurance

Giving you **peace of mind** that you and your property are in safe hands.

**Most important:** We provide essential aftercare services, including ongoing support from our local team. Additionally, you have the choice of benefitting from our comprehensive care plans.

**Go to pages 15-17 for further details.**



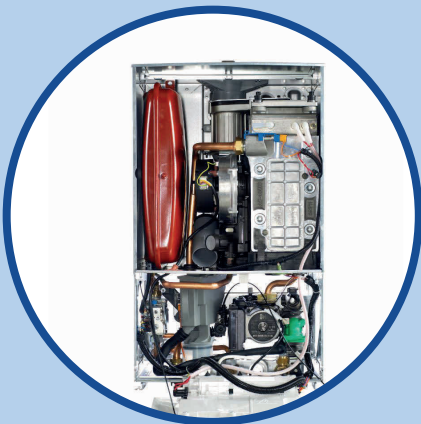
We are here to help  
you choose what's right

# Top tips and key benefits of a new boiler

Here are some **top tips** and key benefits to consider when buying a new boiler:

- 1 Choose the right type of boiler:** There are several types of boilers available, including combi boilers, system boilers, and regular boilers. Each type has its own advantages and disadvantages, so it's important to choose the right one for your home and heating requirements.
- 2 Consider efficiency ratings:** Look for boilers with high efficiency ratings, as they can help you save money on your energy bills and reduce your carbon footprint. The ErP rating system provides a good indication of a boiler's efficiency, with A-rated boilers being the most efficient.
- 3 Size the boiler correctly:** Make sure you choose a boiler that is the right size for your home. A boiler that is too small will struggle to heat your home, while a boiler that is too large will be less efficient and waste energy.
- 4 Choose a reputable brand:** Look for boilers from reputable brands with a proven track record for quality and reliability. This can help ensure that your boiler will last for many years and require minimal repairs.
- 5 Check for guarantees / warranties:** Look for boilers that come with a direct manufacturer guarantee, as this can provide peace of mind and protect you against unexpected repair costs.
- 6 How long will you be living in your property?** Are you a first time buyer, landlord or looking to flip the property?
- 7 Get multiple quotes:** Get quotes from several different installers and compare them to ensure you're getting a fair price. However, don't just choose the cheapest option - make sure you're getting a high-quality boiler and installation.
- 8 Fuel Type:** Consider the fuel options available for boilers, such as natural gas, propane, oil, or electric. Assess the availability, cost, and environmental impact of each fuel type to make an informed decision.
- 9 Aftercare and continued support:** Aftercare and continued support are crucial aspects of any service or product.
- 10 Consider additional features:** Most boilers come with additional features such as smart thermostats which can improve the efficiency and convenience of your heating system.

**By following these tips, you can ensure that you choose the right boiler for your home and heating requirements, while also getting good value and a high-quality installation.**

**Combi Boilers****System Boilers****Heat only Boilers**

## Key benefits



### Efficiency

Newer boilers are typically more energy-efficient than older models, which means they can help you save money on your heating bills.



### Improved reliability

A new boiler is less likely to break down than an older model, which means you'll have fewer unexpected repair costs.



### Better heating performance

A new boiler can heat your home more evenly and provide you with better control over the temperature.



### Lower emissions

Newer boilers tend to produce fewer emissions than older models, which means they're better for the environment.



### Increased safety

Newer boilers are typically equipped with safety features such as automatic shut-off valves and temperature controls, that help prevent accidents.



### Enhanced features

Newer boilers often come with advanced features such as smart controls that allow you to control your heating remotely from your smartphone or tablet.

**Overall, investing in a new boiler can help you save money on your heating bills, reduce your carbon footprint, and improve the comfort and safety of your home.**

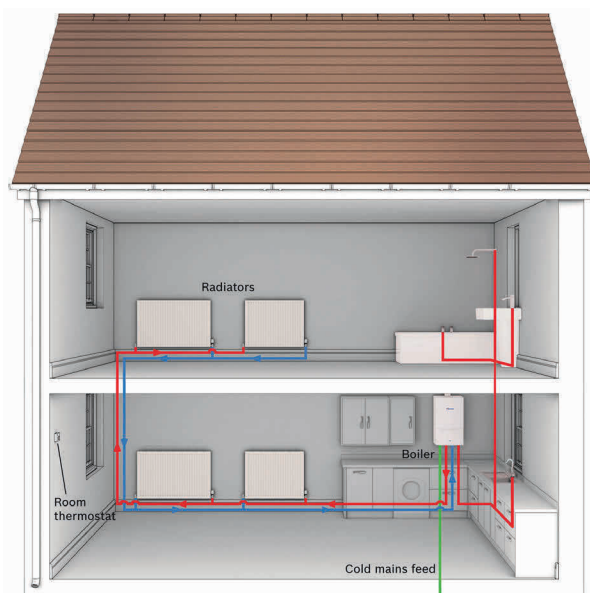
# Choosing the right boiler for you and your home

It is important to consider the specific needs of your home before choosing a type of boiler. We, as professional heating engineers, can help you determine which boiler type is best for your home.

## DIFFERENT BOILER SYSTEMS - WHAT YOU NEED TO KNOW.

### COMBINATION BOILER

A **combi boiler**, short for combination boiler, is a type of central heating and hot water system that provides both heating and hot water from a single unit, prioritising hot water delivery. Here are some pros and cons of a combi boiler:



#### PROS:

**Space-saving:** Combi boilers are compact and do not require a separate water tank or cylinder, so they can be a good option for homes with limited space.

**Energy efficient:** Combi boilers only heat the water that is needed, so they can be more energy-efficient than traditional boilers that constantly heat and store hot water in a tank.

**Quick hot water:** With a combi boiler, you can get hot water on demand, without having to wait for a tank to heat up.

**Cost-effective:** Combi boilers can be cost-effective in terms of installation and maintenance because they do not require additional components, tanks or cylinders.

#### CONS:

**Limited hot water supply:** Because combi boilers only heat the water as it's needed, the hot water supply can be limited. This may not be ideal for larger households with high hot water demands.

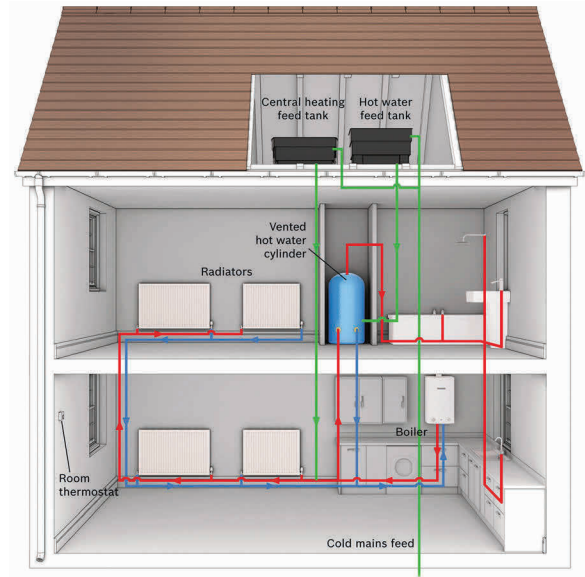
**Water pressure:** Combi boilers rely on mains water pressure to work effectively. If the mains water pressure is low, the performance of the boiler may be affected.

**Hot water back up:** If the combi boiler breaks down, you may be left without hot water until the issue is resolved. However electric showers can help reduce the impact of any breakdown.

Overall, combi boilers can be a good option for smaller households with lower hot water demands, and where space is at a premium. However, they may not be the best choice for larger households with high hot water demands or where water pressure is low.

## HEAT-ONLY BOILER

**A regular or heat-only boiler** is a type of central heating system that provides heating and hot water to a home or building. Here are some of the pros and cons of a regular/heat-only boiler:



### PROS:

**Reliable:** Regular boilers are known for their reliability. They have a simple design and are easy to maintain, which means they are less likely to break down and require expensive repairs.

**Easy to install:** Regular boilers are straightforward to install and can be easily fitted in any home that already has a central heating system with a hot water cylinder and cold water storage tank.

**Good for larger homes:** Heat-only boilers are suitable for larger homes with multiple bathrooms and high hot water demand as they can provide hot water to several outlets simultaneously.

### CONS:

**Limited hot water supply:** Regular boilers can run out of hot water if there is high demand. This is because they store hot water in a cylinder and once that runs out, you will have to wait for the water to heat up again.

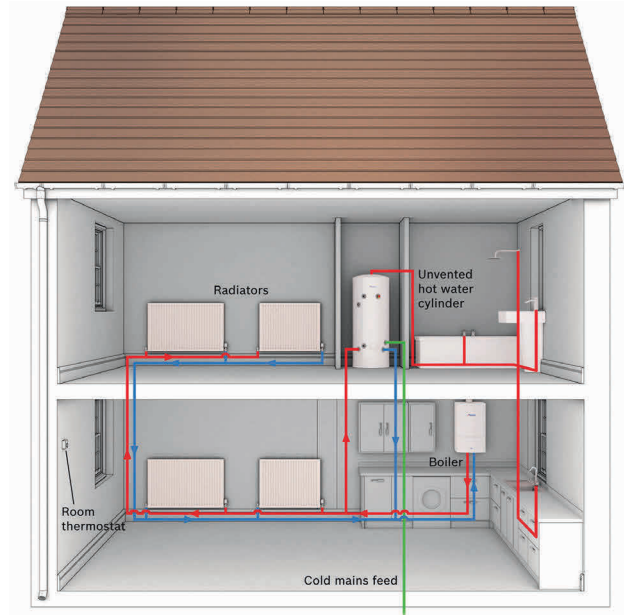
**Requires additional storage space:** Regular boilers require additional storage space for the hot water cylinder and cold water storage tank, which can be a problem for smaller homes or properties with limited space.

**Less energy-efficient:** Regular boilers are less energy-efficient compared to newer types of boilers, such as combi boilers or system boilers. This is because they heat up water even when it is not needed, which can lead to energy wastage.

**It is important to consider the specific needs of your home before choosing a type of boiler. We as professional heating engineer can help you determine which boiler type is best for your home.**

## A SYSTEM TYPE BOILER

**A system type boiler** is a pressurised central heating boiler that heats your hot water storage tank and distributes hot water to radiators throughout a house. The main difference between a system boiler and a regular (heat only) boiler is, it has an internal pump and expansion vessel incorporated. Here are some of the pros and cons of a System boiler.



### PROS:

**Efficient:** System boilers are highly efficient as they use a hot water storage tank to store hot water, which can be heated using off-peak electricity or renewable energy sources such as solar panels. This helps to reduce energy bills and lower carbon emissions.

**Easy installation:** System boilers are generally easier and quicker to install than a regular boiler as they don't require a separate water tank for the expansion. This makes them a popular choice for smaller properties or those with limited loft space.

**Hot water supply back up:** This backup system consists of an independent electric immersion heater that heats the hot water tank. Unlike a combi boiler, which can experience disruptions to the hot water supply during breakdowns.

### CONS:

**Cost:** System boilers can be more expensive to install than combi boilers, as they require additional components such as a hot water storage tank and cylinder.

**Limited hot water capacity:** Although hot water is stored in a tank, there is a limited capacity, and if the tank runs out of hot water, you will need to wait for it to reheat before you can use hot water again.

**Space requirements:** As system boilers require a separate hot water storage tank and cylinder, they take up more space than a combi boiler. This can be a disadvantage for properties with limited space.

**A system boiler is a pressurised central heating system that incorporates an internal pump and expansion vessel, heating a hot water storage tank and distributing hot water to radiators throughout a house.**

# Boiler examples

## Combination boilers

### Greenstar 8000 Style Combi

- Stunning design-led boiler available in a high gloss black or white
- Part of our most powerful wall hung boiler range, effortlessly heating larger homes
- One of the most connected and intelligent boilers, with wireless connectivity to the Bosch EasyControl



### Greenstar CDi Compact

- A space saving combi boiler that fits within a standard kitchen cupboard
- Suitable for homes with more than one bathroom
- Fills a standard kitchen sink in 27 Seconds



## Heat only boilers

### Greenstar Danesmoor external

- Part of a market leading range of oil fired external boilers
- Suitable for small, medium and large sized homes



### Greenstar Ri (12kW to 24kW)

- A best selling regular boiler that fits within a standard kitchen cupboard
- Suitable for small, medium and large sized homes



## System boilers

### Greenstar Danesmoor external

- Part of a market leading range of oil fired external boilers
- Suitable for kitchen installation



### Greenstar 4000 System

- Modern new design
- One of the quietest system boilers
- Wireless connectivity with the Bosch EasyControl



# Controls and thermostats

## Controls

These controls enable you to set desired temperatures, schedules, and zones for efficient and comfortable heating. Common heating controls include thermostats, programmable thermostats, smart thermostats, and multi zone heating.

**Increased comfort**

**Increased energy efficiency**

**Cost savings**



**Smart  
Thermostats,  
Smart or not?:**



## Magnetic filter

Were you aware that a significant number of boilers fail in their first year due to inadequate water quality? However, implementing an effective system cleaning approach and installing an in-line magnetic system filter can greatly enhance the efficiency and longevity of your heating system and contribute towards the reduction of carbon emissions. These are normally fitted close to the boiler or in the airing cupboard.

**£££ Saving on energy costs up to 6 %**

**Extends the life and efficiency of the heating system**

**Reduces carbon emissions – helps to do your bit for the environment**



**Magnetic  
filters, are  
they worth it?:**



## Thermostatic radiator valves:

Thermostatic radiator valves (TRVs) are an efficient solution for enhancing temperature control in various areas of your home. By installing TRVs, you can effectively manage and regulate the heat output of individual radiators, ensuring optimal comfort and energy efficiency.

**£££ Save money on your heating bills**

**Increased efficiency**

**Energy saving**

**Optimal comfort in individual rooms**



**Why  
Thermostatic  
radiator valves  
are a must-have! :**



# Power flushing

## Flushing

The process of flushing a heating system offers multiple benefits, such as improving heating performance, boosting energy efficiency, prolonging the system's lifespan, ensuring quieter operation, enhancing reliability, and promoting better water quality. With every new boiler installation, we prioritise leaving your system free from any debris, guaranteeing a clean and efficient setup

Improved heating performance

Energy efficiency

Longer system lifespan

Quieter operation

Increased reliability



“ Think of a glass jar full of water with a nail dropped in there, what would happen? ”

**New boiler +  
Magnacleanse =  
Perfection :**



# Boiler service

Think of your boiler as being similar to a vehicle; it consists of components that will naturally deteriorate over time and require routine upkeep. Just like a car, your boiler is a crucial and costly asset. Therefore, it is wise to ensure its proper maintenance from a safety and financial perspective. **By diligently maintaining your boiler, you can extend its efficiency and lifespan significantly and it protects your manufacturer's guarantee.**

## Key benefits of a boiler service

- ✓ Efficiency check
- ✓ Reliability
- ✓ Prolonged life span
- ✓ Validate the boilers guarantee

Overall, regular boiler servicing offers safety, energy efficiency, reliability, longevity, guarantee protection, and added peace of mind. It is a proactive approach to boiler maintenance that helps you avoid costly repairs, maximize efficiency, and ensures the smooth functioning of your boiler and heating system.

Find out more  
about our Boiler  
Service:



# Care plans

Our **warm home care plan** has been personalised to suit the needs of all our customers, therefore we now offer a range of affordable **gas and oil** warm home care plans for complete peace of mind.

We want to offer you more than just a boiler service, as many other factors can cause issues with your heating system. **Keeping your home safe and warm is our number one priority.**

Choosing a warm home care plan means you will no longer have to keep track of when your annual boiler service is due, we will remind you in advance so we can plan your service date. Your cover plan fee can be paid annually or monthly, through direct debit.









**Have a look at the next two pages for a breakdown of the plans**

**Find out more about our Care Plans:**



Our local boiler service engineers are here to help with all your boiler needs


# Gas boiler care plans

Care plan prices	Standard boiler service	Platinum care plan	Platinum+ care plan
<b>Full annual boiler service</b> (30-day reminder service)			
<b>Electronic (pdf) full service report</b>			
<b>Clean inline magnetic filter</b>			
<b>CO alarm check &amp; test</b> (supply if needed)			
<b>Gas safety check</b> (checking other appliances)			
<b>Radiator health check</b> (bleed & balance heating system)			
<b>Time &amp; Temperature controls set up</b>			
<b>No emergency call out charge</b> (hourly rate applies)			
<b>Exclusive customer status</b> (priority for emergency call outs)			
<b>Unvented hot water tank check</b> (if applicable)			
<b>Water quality check</b> (heating system)			
<b>Platinum plus exclusive rate</b> (10% off first visit for works up to £500 per annum)			

**Find out more  
about our Care  
Plans:**



# Oil boiler care plans

Oil boiler service Plans	Standard boiler service	Gold Care Plan	Diamond Care Plan
Full annual boiler service (30-day reminder service)			
Service report			
Clean inline magnetic filter			
Oil nozzle replacement			
Fire valve check			
Radiator health check (bleed & balance heating system)			
Time & Temperature controls set up			
No emergency call out charge (hourly rate applies)			
Exclusive customer status (priority for emergency call outs)			
Oil tank water contamination test			
Oil filter replacement x1			
Water quality check (Heating System)			

Find out more  
about our Oil  
boiler Care Plans:



# What next and FAQ

Now that you have made the decision to purchase a new boiler, what should you do next? **Simply reach out to us via phone or email**, and we will gladly assist you in scheduling the installation according to your specific needs and preferences.

## Is it possible to include the replacement of radiators along with some additional components in the job?

Yes we can assist, it is often more cost-effective to complete these tasks simultaneously resulting in potential savings for you.

## Will a deposit be necessary?

Yes, we kindly request a 30% deposit to be paid prior to the commencement of the work.

## How long will the installation take?

The duration of the installation will vary depending on the type of installation required. Typically, a combination swap over can be completed within a day. However, for a full central heating installation, it may take up to a week to ensure everything is properly installed and functional.

## My installation is tomorrow, what do I need to do?

- 1) We kindly ask for access to the following areas: the boiler area, airing cupboard (if applicable), all the radiators, and the loft in case we are installing a vertical flue or if you have roof tanks.
- 2) Our team will typically arrive at around 8 am and work until approximately 4:30 or 5 pm. It would be helpful if you could meet our engineers in the morning and before they leave in the evening. However, you do not need to be home all day if you have other commitments.
- 3) We kindly request that all pets are kept away from the working area to ensure their safety and to avoid any disruption during the installation.



### How long will my water be switched off for?

The duration will be kept as short as possible. Typically, the water will be isolated shortly after our arrival to begin the installation. The downtime for water supply can vary, ranging from approximately 1 hour to a few hours. Our team will make every effort to minimize the inconvenience caused by the temporary water interruption. It is always advised to make sure you have used the bathroom before we start work and fill a few jugs for drinking water.

### What happens during the installation?

During the installation, our engineers will work diligently in a tidy and efficient manner. They will take necessary precautions to maintain cleanliness and minimize any potential mess by using dust sheets. Our team will handle the installation professionally, ensuring that all necessary tasks are completed to the highest standard while prioritizing cleanliness and efficiency throughout the process.

### Upon completion of the installation

After the installation is complete, our engineers will conduct a thorough handover, providing you with a detailed explanation of the user functions of your new system. We will take care of the registration process for your Gas Safe or OFTEC and your boiler guarantee, ensuring that it is properly registered. Additionally, we will promptly send you the final invoice for the installation services.

### Aftercare support

Our dedicated office staff are available to address any enquiries or concerns you may have. Additionally, we offer video tutorials that can assist you with basic operations such as boiler pressure maintenance, ensuring you have the necessary guidance whenever needed.

### On going support

As part of our ongoing support, we will proactively send you a reminder message 30 days before your new boiler is due for a service. This ensures that you are aware of the upcoming maintenance requirement and can schedule the service accordingly, thereby keeping the manufacturer's guarantee validated.

### I want to refer you to a friend

If you are satisfied with our services upon completion, we would greatly appreciate your support in referring us to your friends or neighbours. We have a referral scheme in place, full details are explained on our website, you can use the QR code below to take you to the correct web page.

Your recommendation means a lot to us, and we thank you in advance for your support.

**Find out about  
our referral  
scheme:**





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