

# HEATBASE Ltd Factsheet 37

## Why we don't do installations or plumbing

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We are often asked why we don't do Plumbing or Install Boilers or Oil Tanks; we can but we choose not to!

As a dedicated Service and Repair Company most of our work is completed in an hour and as a result of this we will book in a certain amount of jobs per day, per person depending on the area etc. Our costs are also based on how many Services or Breakdowns we will do throughout a year.

Service Companies have a seemingly higher (double or more) hourly rate than an Installer due to inconsistency of work, increased day to day running costs of the business and massive amounts of parts held in Stock. An Installer might be on 1 Job for a day or a week whereas we would require 5 jobs per day per Technician.

Due to the nature of our Business and the way work needs to be booked in and organised, if we were to undertake a "plumbing" job we would have to charge an hourly rate of more than double to what a Plumber would charge.

If we were doing this job and we hit a problem such as an airlock in a system it could take us 3-4 hours to rectify the problem; we would then have to cancel any work that was already organised which would annoy and inconvenience those Customers.

Any work done cheaper than our Service costs would then have an impact on what we would have to charge for a Service, which would lead to increased costs and more annoyed Customers.

Due to these situations it makes more sense to recommend the services of an Installer who specialises on the "wet" system work as they have more experience, available time and lower hourly rates.