

MA037 2526a) Pavilion heating

Issue

Pavilion heating service highlighted issues (flow switch) resulting in further works needed.

Service costs PAID:	£321.60+VAT
Estimate flow switch costs:	£663.03+VAT (approved by Chair)
Additional costs for flow switch works:	£447.40+VAT (to be retrospectively approved) ¹

- Under circumstances of needing urgent repair the estimated costs were approved by Clerk and Chair.
- Repair to flow switch has been carried out but not solved the issue.
- Initial investigation led to report of needing to replace the PCB at a cost of £2,551.80 plus labour, plus VAT.
- Suppliers reviewed the issue and further investigation took place with other engineers and they concluded that the replacement of the PCB would not be economically sound for the system. Engineer has concluded that a new pump could solve the issue.
- Engineer is confident this would work but cannot offer guarantee.

Estimate pump replacement costs:	£854.75+VAT (to be approved)
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<i>Est total costs for fix:</i>	<i>£1,965.18+VAT (excluding service cost)</i>
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It is proposed that Council approve the additional works as required to reinstate working system.

¹ Clerk miscalculated the costs – estimated antifreeze costs calculated at 1 litre instead of 20 and predicted labour costs for investigation increased.

Unit 20, South Cambridge Business Park,
Sawston, Cambridge CB22 3JH
Telephone: 01223 833426 Fax: 01223 835097
sales@shelfordheating.co.uk

www.shelfordheating.co.uk



Heating



Plumbing



Renewables



Bathrooms

INVOICE

**PARISH OFFICE
THE HUB
30 HIGH STREET
MELBOURN
HERTFORDSHIRE
SG8-6DZ**

Invoice Date 20/06/2025
Invoice Ref SH64239
Account Ref. 32603

Job Ref.	Site Address	Job Description
M38195	THE PAVILLON, THE MOOR, SG8-6ED	FAULT FIND/DIAGNOSIS

Invoice Description	Qty	Cost	Total
ADDITIONAL LABOUR PER 15 MINUTES	18	£17.00	£306.00
FERNOX HP ANTIFREEZE FLUID RANGE HP15C	20	£4.95	£99.00
VAILLANT FLOW SWITCH 20127212	1	£382.43	£382.43
ADDITIONAL LABOUR PER 15 MINUTES	13	£17.00	£221.00
ADDITIONAL LABOUR PER 15 MINUTES	6	£17.00	£102.00

VAT Registration Number: 120 3236 73

Payment Terms: on receipt of Invoice

How to pay: Bank Transfer, Card Payment or Cheque Payment

Bank Lloyds TSB

Sort Code 30-64-79

Account No. 26654060

Please remember to state your Account Ref.

Total Ex VAT	£1,110.43
20% VAT	£222.09
Total Inc VAT	£1,332.52

Please Note: Payments made by credit card will only be accepted up to £300.00 per Invoice.



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How to pay

For best results pay by Bank Transfer

Our Bank Account details are as follows.

Sort Code **30-64-79** Account Number **26654060** please include the invoice reference and account number on your transaction.

By Credit/Debit Card (We only accept payments on Credit Cards to the value of £300.00)

Telephone our offices on **01223 833426** between 8:00 a.m. and 5:00 p.m. and have your card details to hand along with the Account/Invoice reference for settlement.

By Post/Cheque

Please write your account number and invoice reference on the back, and post to our offices – please make cheques payable to **Shelford Heating Ltd.**

Payment Notes

- We are unable to accept cash payments
- We reserve the right to charge interest on overdue monies at 8% above Bank of England Base Rate
- We only accept Credit Card payments up to the value of £300.00
- All invoices to be settled on receipt, late payment penalties apply.
- Our full terms and conditions of sale are available on our Web site which will change from time to time. Included also in every invoice issued.

'More than just a service'

Shelford Heating have strived to offer a full range of services, working in partnership with Key suppliers and Manufacturers who are able to offer products of Quality, Reliability with excellent back up service, our services now include as well as our Standard Boiler service and repair.

- Domestic and Commercial Boiler Replacements
- Domestic and Commercial Oil and Gas Servicing Including LPG Appliances
- High Efficiency Boiler Installation, and New Systems Along with Energy Efficient System Control Upgrades
- Heating System Power-Flushing and Magnetic Filtration Devices
- Renewable Energy Installations: Air Source Heat Pumps
- Heating System Repairs 5 Days a Week 8.30am to 5.00pm
- Oil Tank Service, Repairs and Replacement
- Plumbing Services, Bathroom Installations, Shower Replacements and Plastering/Tiling
- Electrical Services (Full Scope Part P) Cambs Electrical Our Approved Electrical Contractor.

Complaints procedure

Please write to the **Customer Services Director, Shelford Heating Ltd, Unit 20, South Cambridge Business Park, Babraham Road, Sawston, Cambridge, CB22 3JH** with your concern and we will contact you within 5 days confirming receipt and then undertake our investigation and confirm what action is to be taken to resolve any issues, which may require a further site visit.

This does not affect your statutory rights.

Privacy Policy

Shelford Heating Ltd takes your privacy seriously and we understand that people have different privacy concerns, so our aim is to be clear about what we collect. We are committed to protecting and respecting your privacy and will only use your personal information to administer your account and provide the services and products you have requested from us; and may be used by our employees, sub-contractors, and suppliers in which to do so. When you contact us, you voluntarily provide us with information about yourself in way of name, address, telephone number, email address and details about your heating, renewable and plumbing appliances and by providing this information you are consenting to our use of this information within this Privacy Policy. Our full Policy is available to view on our website and may be subject to change without notice.

If you wish to be removed from our database, please contact us at the address contained within communication.



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FULL TERMS & CONDITIONS OF BUSINESS

In the interests of our customers, we would ask them to always check and approve the following:

- Working Times of Labour & Description of Materials are clearly and accurately shown on the Engineers Report.
- Material collection times have been kept to a minimum.
- Mobile phone usage has kept to a minimum and has been solely job related.
- Breaks have not been charged for.
- Any queries are resolved with the Operative at the time.
- All work completed by the Company and its Technicians are Chargeable unless agreed in writing

Should you have any unresolved queries, require further information or fail to be completely satisfied with our work please write to us and we will confirm within 5 days confirming receipt and then undertake our investigation and confirm what action is to be taken to resolve any issues, which may require a further site visit.

For the purpose of these terms & conditions the following words shall have the following meanings: (a) "The Company" shall mean Shelford Heating Ltd, Unit 20 South Cambridge Business Park, Sawston, Cambridge CB22 3JH registered company no 7616891 (b) "The Customer" shall mean the person or organization for whom the Company agrees to carry out works &/or supply materials (c) "The Operative or Engineer" shall mean the representative appointed by the Company.

The Company reserves the right to refuse or decline work at its own discretion. Where the Company agrees to carry out works for the Customer those works shall be undertaken by the designated operative of Company at its absolute discretion.

The total charge to the Customer shall consist of the cost of materials supplied by the Company plus a markup (not exceeding the Manufacturers recommended retail price) & the amount of time spent by the operative in carrying out works (including all reasonable time spent in obtaining un-stocked materials) charged in accordance with the Company's current rates. The Customer shall only be charged for the time spent related to the Customer's work, all other time, personal mobile calls etc. is non-chargeable. All charges are subject to VAT at the prevailing rate except in cases where the work carried out is zero rated. Our callout charges include up to 60 minutes on site and Service charges are based on and thereafter additional Labour charges are based on 15 minute intervals. Our prices are available by request by contacting sales@shelfordheating.co.uk. Weekend Charges are a premium service and as such increase, This Service provision is subject to availability and will not always be in operation. We will not be offering a Sunday Service. Bank Holidays the Business will be closed, Our Telephone system will have facility for leaving messages which will be dealt with on the next normal working Day.

Material Collection - Collection of non-stock items are chargeable but: (a) Time must be kept to a minimum & reasonable. (b) The Customer must be informed wherever possible when the operative leaves the premises. (c) If the collection time is likely to exceed 45 minutes the customer must be additionally informed of the circumstances. (d) Only one engineer is allowed to leave the job to collect parts. (e) The collection of materials which should be normally stocked items is non-chargeable.

Payments - Invoices are due for payment immediately, and in any event no later than 14 days of work completed or date of invoice, whichever is the later. We Reserve the right to charge interest on overdue monies at a rate of 8% over the Bank of England Base rate (our Contractual rate) after a period of 28 days from the work completed date. We only accept payments on Credit Cards up to the Value of £200.00.

Where the date &/or time for works to be carried out is agreed by the Company with the Customer, then the Company shall use its best Endeavour's to ensure that the operative shall attend on the date & at the time agreed. However, the Company accepts no liability in respect of the non-attendance or late attendance on site of the operative/engineer or for the late or non-delivery of materials.

The Customer shall accept sole liability to discharge the Company's account unless he/she discloses to the Company when initially instructing the Company to carry out work &/or supply materials that he/she is acting on behalf of a third party (including, but not limited to, a Limited Company or Partnership) & receiving a written estimate) the name of the third party appears on the written estimate.

If the Customer cancels their instructions prior to any work being carried out or materials supplied then the Customer shall be liable for any related expenditure together with the profit that would have been made by the Company had the work been carried out &/or materials supplied in accordance with such instructions.

If, after the Company shall have carried out the works, the Customer is not wholly satisfied with the works then the Customer shall give notice in writing within 12 months to the Company & shall afford the Company, and its insurers, the opportunity of both inspecting such works, & carrying out any necessary remedial works if appropriate. The Customer accepts that if he fails to notify the Company as aforesaid then the Company shall not be liable in respect of any defects in the works carried out.

The Guarantee shall be for Labour only in respect of faulty workmanship for 12 months from the date of completion with the manufacturer's warranty in force.

The Guarantee will become null & void if the work/appliance completed/supplied by the Company is: (a) Subject to misuse or negligence. (b) Repaired, modified or tampered with by anyone other than a Company operative. The Company will accept no liability for, or guarantee materials supplied by the Customer & will accept no liability for any consequential damage or fault.

The company will not guarantee any work in respect of blockages in waste & drainage systems.

The company will not guarantee any work undertaken on instruction from the customer & against the written or verbal advice of the operative/engineer.

Work is guaranteed only in respect of work directly undertaken by the company & payment in full has been made. Any non-related faults arising from recommended work which has not been undertaken by the company will not be guaranteed.

The company shall not be held liable or responsible for any damage or defect resulting from work not fully guaranteed or where recommended work has not been carried out.

These terms & conditions may not be released, discharges, supplemented, interpreted, varied or modified in any manner except by an instrument in writing signed by a duly authorized representative of the Company & by the Customer. Further, these terms & conditions shall prevail over any terms & conditions used by the Customer or contained or set out or referred to in any documentation sent by the Customer to the Company; by entering into a contact with the Company the Customer agrees irrevocably to waive the application of any such terms & conditions.

Title to any goods, supplied by the Company to the Customer shall not pass to the Customer but shall be retained by the Company until payment in full for such goods has been made by the Customer to the Company.

The Company shall not be liable for any delay or for the consequences of any delay in performing any of its obligations if such delay is due to any cause whatsoever beyond its reasonable control & the Company shall be entitled to a reasonable extension of the time for performing such obligations.

The Company shall only be liable for rectifying works completed by the Company & shall not be held responsible for ensuing damage or claims resulting from this or other work overlooked or subsequently requested & not undertaken at that time.

These terms & conditions & all contracts awarded between the Company & Customer shall be governed & construed in accordance with English law & shall be subject to the exclusive jurisdiction of the English law.

