

# Customer checklist



**British Gas**  
Looking after your world

Customer name MR G. THAKKER  
Date 19/06/15  
Engineer name R. BISHOP  
Engineer ID 10245

Work Ref no.

1360144017

If you have any queries regarding information on this checklist or general HomeCare® enquiries, please call **0800 048 1000** or visit [britishgas.co.uk/homecare](http://britishgas.co.uk/homecare)

## Appliance

- ☒ Central heating boiler (or warm air unit)  
☐ Plumbing  
☐ Water heater  
☐ Gas fire/wall heater  
☐ Gas cooker  
☐ Gas tumble dryer

Appliance model: GREENSTAR 24i Junior  
Appliance location: KITCHEN  
Appliance age (years): 04

## Safety checks

All of the following safety checks are completed on each visit, except plumbing

- |   |  |                               |   |
|---|--|-------------------------------|---|
| Appliance is operating correctly                | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>  | Appliance flueing is safe     | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>    |
| Appliance conforms to current safety standards  | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>  | Appliance ventilation is safe | Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>    |
| Safety warning/advice notice explained and left | Yes <input type="checkbox"/> N/A <input checked="" type="checkbox"/> | Emission/combustion test      | Pass <input checked="" type="checkbox"/> Fail <input type="checkbox"/> N/A <input type="checkbox"/> |
| Appliance/system controls checked/adjusted      | Yes <input checked="" type="checkbox"/> N/A <input type="checkbox"/> | Burner settings correct       | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>    |

## Central heating Annual Service and plumbing inspection visit

- |   |  |
|---|--|
| Boiler/warm air working correctly                         | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> |
| Radiators and radiator control valves working             | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> |
| Hot water cylinder condition checked and in working order | Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/> |
| Programmer/timer and all controls working correctly       | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> |
| Warm air/outlet grills working correctly                  | Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/> |
| Visible pipework free from water leaks                    | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> |

## Breakdown visits

- |                          |  |
|--------------------------|--|
| Location of fault        | Appliance <input type="checkbox"/> System <input type="checkbox"/>             |
| Fault resolved           | Yes <input type="checkbox"/> No <input type="checkbox"/>                       |
| Parts fitted this visit  | Yes <input type="checkbox"/> No <input type="checkbox"/>                       |
| Parts required           | Yes <input type="checkbox"/> No <input type="checkbox"/>                       |
| Return visit booked for: | <input type="checkbox"/> / <input type="checkbox"/> / <input type="checkbox"/> |

## Appliance/system advice and recommendations

- |  |   |
|--|---|
| Appliance is safe                                | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| Approved audible Carbon Monoxide Alarm fitted*   | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> |
| All functional parts available                   | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| Recommended appliance replacement – see comments | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> |
| Magnetic System filter fitted (where applicable) | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> |
| System improvement(s) recommended – see comments | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> |
| System Improvement(s) Quotation provided         | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> |

Engineer comments

ASV CHECK COB.

\*Although regular servicing is essential, an audible Carbon Monoxide Alarm is an early warning device that keeps working 24 hours a day should an unforeseen event occur. Battery operated models have a 4-5 year lifespan. It is recommended that customers check the expiry date periodically.

## Current energy supply

If you are not currently a British Gas energy customer, would you like me to arrange an energy comparison?

Yes ☐ No ☐ or call **0800 111 4646**

## Engineer signature

Note: This checklist is not a Landlords Safety Certificate for the purposes of the Gas Safety (Installation and Use) Regulations.

## Chargeable work agreement

Chargeable work quoted/completed on this visit

Yes ☐

\*\*See attached chargeable agreement for further details.