



Please allow us to take this opportunity to introduce our company.

Advanced Gas Services are a medium sized family company covering East Yorkshire and North Lincolnshire. We install, repair and service all domestic gas appliances, specialising in the installation & repair of condensing combination boilers. Our main source of work is generated from the highly regarded recommendations from our existing customers we have in the local area. Established in 2001 we are fast approaching 20 years in business maintaining our aim to give a quality service at affordable prices.

We work in partnership with two of Britain's leading manufacturers, Worcester Bosch and Ideal boilers and are accredited installers as listed on their websites in your area. This allows us to offer our customers a wider choice from alternative manufactures with enhanced guarantees. As a platinum installer for Ideal Boilers we receive priority attention in the event of calls made whilst under warranty. We are also a Service partner for Worcester Bosch which allows us to carry out under guarantee repairs and authorised service procedures. Flexible payment options including 0% interest free credit, buy now pay later and finance packages are available. As an accredited installer we can offer you up to 12 years' manufactures parts and labour warranties on these products. It is paramount that the installation meets their strict installation and commissioning procedures. We pride ourselves on meeting these criteria as a minimum requirement. Warranties are only as good as the installation. The professionalism and standard of workmanship by our engineers is second to none.

We are a preferred contractor for our local authority delivering a gas servicing/maintenance and repair service. Landlord gas safety checks are carried out for several major estate agents and private landlords throughout the local area. Maintenance contracts are available for central heating boilers and systems, which covers all parts and labour and includes a safety/maintenance service visit giving you peace of mind and no unexpected repair bills.

We are also a WHICH trusted trader and have accreditation from the Alcumus Safe Contractor's health and safety assessment scheme. These are endorsements that recognises us as a trustworthy and reputable company which meet the required health and safety standards following a rigorous assessment process. The Safeguarding of vulnerable adults and children awareness is undertaken annually. Criminal records bureau checks are applied for as an ongoing process.

All our engineers have served traditional apprenticeships. We are gas safe registered which is a legal requirement for anyone carrying out gas work. Our registration (191239) along with our engineer's qualifications can be verified by visiting the Gas Safe website giving you the assurance work is completed legally and safely by engineers with the relevant experience and qualifications.

We feel we have a sufficient number of employees to be able to cope with all eventualities and care about our customer's individual needs. We will contact you with your annual service reminder and phone you before attending with an estimated time of arrival. Ideally we try to ensure a high level of consistency where the same engineer attends to the same customer year after year building a rapport, familiarity and trust. However due to absence for holidays etc. there is always an engineer available to help.

"We consider ourselves small enough to care but large enough to excel"

Public liability insurance of 10 million pounds and employee liability of 5 million pounds is undertaken.

We are a licensed waste carrier disposing of redundant appliances and materials responsibly.

All employees within our company are local to our area. We are committed to a training and development plan which recognises the importance of employing locally based apprentices giving them an opportunity to learn new skills and progress within our industry which benefits our city's community providing jobs. Wherever possible we endeavour to buy from and support local independent companies, which will hopefully add growth to our areas economy.

We look forward to hearing from you in the near future.

01482 814430  
www.ags-gas.co.uk  
info@ags-gas.co.uk



Registered Office Advanced Gas Services (East Yorkshire) Ltd.  
Hotham Street. Hull HU9 1RD

Registered in England No. 4259137 • Gas Safe Reg Number 191239  
VAT No. 772 6159 • To pay by BACS • Account Name: Advanced Gas  
Account Number: 26420768 • Sort Code: 30-94-44





## **Terms & Conditions**

### **GUARANTEE**

All workmanship is covered and guaranteed by Advanced Gas Services (East Yorkshire) Ltd.

The Guarantee will become null & void if the work completed by Advanced Gas Services (East Yorkshire) Ltd is subject to misuse or negligence. It shall also be null & void if repaired, modified or tampered with by anyone other than an engineer from Advanced Gas Services (East Yorkshire) Ltd.

Advanced Gas Services (East Yorkshire) Ltd will accept no liability for, or guarantee suitability, materials supplied by the client & will accept no liability for any consequential damage or fault. Advanced Gas Services (East Yorkshire) Ltd reserve the right to charge for any additional time incurred.

Advanced Gas Services (East Yorkshire) Ltd will not guarantee any work in respect of blockages in waste & drainage systems etc.

Advanced Gas Services (East Yorkshire) Ltd will not guarantee any work undertaken on instruction from the client & against the written or verbal advice of the engineer.

Work is guaranteed only in respect of work directly undertaken by Advanced Gas Services (East Yorkshire) Ltd & payment in full has been made. Any non-related faults arising from recommended work which has not been undertaken by Advanced Gas Services (East Yorkshire) Ltd will not be guaranteed.

Advanced Gas Services (East Yorkshire) Ltd 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. Work will not carry a guarantee where the client has been notified by the engineer, verbally or indicated in ticked boxes or in comments/recommendations of any other related work which requires attention.

Where Advanced Gas Services (East Yorkshire) Ltd agrees to carry out works on installations of inferior quality or over ten years old at that date no warranty is given in respect of such works & Advanced Gas Services (East Yorkshire) Ltd cannot guarantee the effectiveness of the system or cover any issues not linked directly to the works carried out by us. Your statutory works remain unaffected.

Advanced Gas Services (East Yorkshire) Ltd shall only be liable for rectifying works completed by Advanced Gas Services (East Yorkshire) Ltd & 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.

Advanced Gas Services (East Yorkshire) Ltd accepts no liability for any delay in completing the project due to unforeseen circumstances beyond our control. Appointments are given in good faith, which we make our best efforts to keep.

All intended work areas must be cleared of any obstructions prior the work commencing. This includes any items of financial or sentimental value. If not, the responsibility is at your (the client's) own expense. Dust sheets will be supplied and laid out as a precaution during the process of the works to protect your property. Advanced Gas Services (East Yorkshire) Ltd. will not exclude damage caused by our own negligence.

### **FIXED PRICE WORK**

Project proposals shall be given as a fixed cost, (unforeseen circumstances exempt) including Labour & Materials, and shall be within 10% over and above the equivalent total hourly rate cost.

Project Proposals are valid for a 30-day period only.

Where a written project proposal has been supplied to the client, the total charge to the client referred to in the project proposal should not exceed the actual time taken by more than 20% but may be revised in the following circumstances.

a) If after submission of the project proposal the client instructs Advanced Gas Services (East Yorkshire) Ltd (either orally or in writing), to carry out additional works not referred to in the project proposal.

b) If after submission of the project proposal there is an increase in the price of materials.

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c) If after submission of the project proposal it is discovered that further works need to be carried out which were not anticipated when the project proposal was prepared.

d) If after submission of the project proposal it is discovered that there was a manifest error when the project proposal was prepared.

Acceptance of project proposals must be confirmed in writing/email. By accepting the proposal, you are also agreeing to these terms & conditions.

If you (the client) instruct us to do a project and then cancel, we reserve the right to charge all costs incurred up to the point of cancellation i.e. the cost of any hours worked per engineer, materials (Inc handling charges). Standard rates will apply.

#### **HOURLY RATE WORK.**

The total charge to the client shall consist of the cost of materials supplied by Advanced Gas Services (East Yorkshire) Ltd (not exceeding the trade purchase price of materials + 20% handling charge) & the amount of time spent by the engineer carrying out the works (including reasonable time spent in obtaining un stocked materials) charged in accordance with Advanced Gas Services (East Yorkshire) Ltd hourly rates.

The client shall only be charged for the time spent related to the client's work. All other time, personal mobile calls etc. is non-chargeable.

#### **HEATING INSPECTION PACK**

All reports are based upon our best knowledge and experience in the industry. They do not come with any guarantee. They are designed as advisory reports only. Advanced Gas Services (East Yorkshire) Ltd cannot be held responsible for any pipework that is under a floor board or hidden in boxing's. Any remedial work undertaken from reports will be price at website rates -20%.

#### **COMPLAINTS**

*We always endeavour to provide the best services and products for our customer. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.*

*To ensure we are able to put things right as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction. As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards.*

*In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible. Either call us on 01482 814430 or write to us at Advanced Gas Services Ltd, Hotham Street, Hull. HU9 1RD. Or you can email us on [info@ags-gas.co.uk](mailto:info@ags-gas.co.uk) and we aim to respond within 2 working days of receiving your complaint and where possible will provide you with a date to remedy any issues raised.*

*Where we cannot resolve any complains using our own complaints procedure, as a Which? Trusted trader we use Alternative Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact them on 0117 4566031 or via their website [www.disputeresolutionombudsman.org/which-trustedtraders-partnership](http://www.disputeresolutionombudsman.org/which-trustedtraders-partnership).*

#### **PAYMENTS**

All invoices to be paid on receipt by Cash, Cheque, Debit cards, Credit cards or BACS.

If the appropriate person is not available to pay all invoices should be paid within 20 days of the work carried out.

In the event of non-payment, if it is necessary to engage the services of a debt collection agency. All cost we incur will be allocated to the amount you owe.

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