

Video Transcript: Replacing a Combi Boiler – Installation Day

Time	Audio	Visual
00:00		Background colour: Red Text: Installation day – Replacing your combi boiler
00:02	On the day of your installation, your BOXT installer will arrive between 7:30 AM and 9:30 AM.	A BOXT installer is shown approaching the customer's house in his van. He arrives in the customer's drive, leaves his van, and approaches the customer's door.
00:10	They will say hello and talk you through the job so you know what's going on	The customer opens his front door and welcomes the BOXT installer, who is showing an identification card.
00:13	and can ask any questions you might have. If you know of any leaks and radiators that don't work, you should let your installer know.	The customer and BOXT installer are shown in conversation at the place in the house where the boiler is to be installed.
00:21	Our installers are clean and tidy, they will put dust sheets down to protect your floors and carpets.	The BOXT installer places a dust sheet on the floor underneath the old boiler in the place where he will be working.

00:27

Next, they'll remove the old boiler which we'll take away to be recycled.

The BOXT installer removes the old boiler from the customer's house, and places it inside his van, parked on the customer's drive.

00:30

Your new boiler will arrive by courier between 7:30 AM and 9:30 AM.

The new boiler is unloaded from a lorry parked outside the customer's house, which the BOXT installer signs for. The new boiler is shown removed from its box against a wooden fence at the customer's house.

00:37

Often, this goes straight onto the wall. Given that every installation is different, the pipework will sometimes need upgrading or the flue might need to change position.

The BOXT installer installs the boiler onto the wall, and uses a blowtorch to adjust some copper pipework.

00:47

Don't worry, this is all included in your fixed price from BOXT.

The BOXT installer is seen up a ladder, installing a new flue that comes out of a slanted roof above the new boiler.

00:37

Don't worry, this is all included in your fixed price from BOXT.

The BOXT installer is seen up a ladder, installing a new flue that comes out of a slanted roof above the new boiler. He then bricks up the part of the wall where the old flue used to be.

00:52	Our installer will then flush the heating system with a Magna Cleanse machine to remove any debris in existing pipes and radiators.	The installer operates a Magna Cleanse machine, with debris-filled liquid passing through a clear plastic pipe. The installer is then seen to be adjusting a radiator valve inside the customer's house.
01:00	The relevant safety, electrical and gas safety checks will be performed.	The installer is shown to be operating an electronic machine attached to the boiler, from which he obtains a receipt to show the safety status of the new boiler.
01:04	When the boiler and new flue are fitted and tested, we'll then make sure your radiators and all other gas appliances are working.	The installer takes a photograph of the new boiler and flue using his phone. He then adjusts a radiator and uses an electronic meter to carry out further checks on the gas system.
01:14	We'll set up your thermostat and take the time to talk you through the controls and explain how everything works.	Two boxes are shown, stacked on top of the other. On top is a Google Home Mini and below is a Nest device. The installer is shown explaining the thermostat, which he has installed in the under-stairs cupboard, to the customer.
01:23	Our installers will tidy up after the work is completed, leaving you to enjoy your shiny new A-Rated boiler.	The BOXT installer uses a dustpan and brush to clean the area under the new boiler, before the camera pans to the new boiler that has been installed on the wall.

01:32 Don't worry about any of the paperwork, we'll automatically set up the boiler warranty for you with the manufacturer. We'll then register the job with Gas Safe and a building control certificate will follow in the post a few weeks later.

The installer and customer have moved through to the kitchen, and are discussing the boiler warranty and paperwork displayed on the installer's phone.

01:45 If you have any issues after your boiler has been installed, we're only a phone call away.

The installer's back is shown as he leaves the house and walks towards his van. He then gets into his van and is shown driving away.

01:48

Background colour: White

Image centre: BOXT logo

Text centre bottom: BOXT.co.uk
