

Contractor Connect.

Product registration management for
local authorities and contractors



Sign up today at:
contractor-connect.co.uk

Welcome to first class.

With a range of warranties available on our award winning boilers, and 200 quality checks before they leave our factory - reliability is always guaranteed.

At Ideal Heating, with 100 years of manufacturing experience, we pride ourselves on offering a wide range of domestic and commercial heating products designed specifically with the UK market in mind.

Working with Ideal means you get quality and reliability as standard.



Gas safe notifications.

The Contractor Connect portal has a live link to the Gas Safe register meaning when you register your boilers for warranty, you can also register them for **FREE** Gas Safe notifications.

We can instantly confirm the Gas Safe certificate number for each notification upon submission and post the certificate to the address of your choice.

A PDF of the certificate is also stored on the product registration history of the portal and is available to download at any time meaning replacement certificates can be easily accessed.

Life made simple.

Contractor Connect is the online portal from Ideal Heating that enables you to manage your stock from one online portal. As a member of Contractor Connect you can register your product installations for warranty and **FREE** Gas Safe notifications quickly*.

The portal provides a registration history so that you have previous registration details to hand whenever you need them.

CONNECT



Easy warranty registrations.

Our easy to follow registration form allows you to submit your installation information whilst validating the data as it is entered.

The portal is linked directly to our serial number and warranty database meaning once the contractor has been selected and product serial number has been entered, all you need to fill out are the installation and address details and click submit.

Boiler registrations.



Contractor details



Installer details



Address details



Merchant details



Sign up today at:
contractor-connect.co.uk

The Ideal product range.

Representing the next generation in heating design, the Logic range of boilers offers state-of-the-art technology in a practical compact unit that fits easily into any standard kitchen cupboard.

Available in a range of outputs, the Logic range comes complete with a flexible parts and labour warranty package.



LOGIC COMBI ESP1

A high efficiency combination boiler with a best in SAP efficiency score, particularly beneficial for new build properties.

LOGIC CODE COMBI ESP1

A simple to install one box boiler solution with integral flue gas heat recovery which offers greater sustainability and achieves a higher SAP score than a traditional combi.

LOGIC SYSTEM

A simple and reliable solution for a wide variety of sealed domestic systems.

LOGIC HEAT

Highly efficient and easy to operate, thanks to straightforward controls featuring a clear digital display.

Logic Air.

Monobloc heat pump package

The Logic Air heat pump range offers great efficiencies both in heating and hot water, designed to deliver efficient, simple and low carbon heating in homes throughout the UK.

As the UK's leading heating manufacturer, we believe in delivering market leading support, so we can be on hand when you need us. Our full parts and labour warranty gives you protection against unexpected costs for labour and replacement of parts.



Summary.

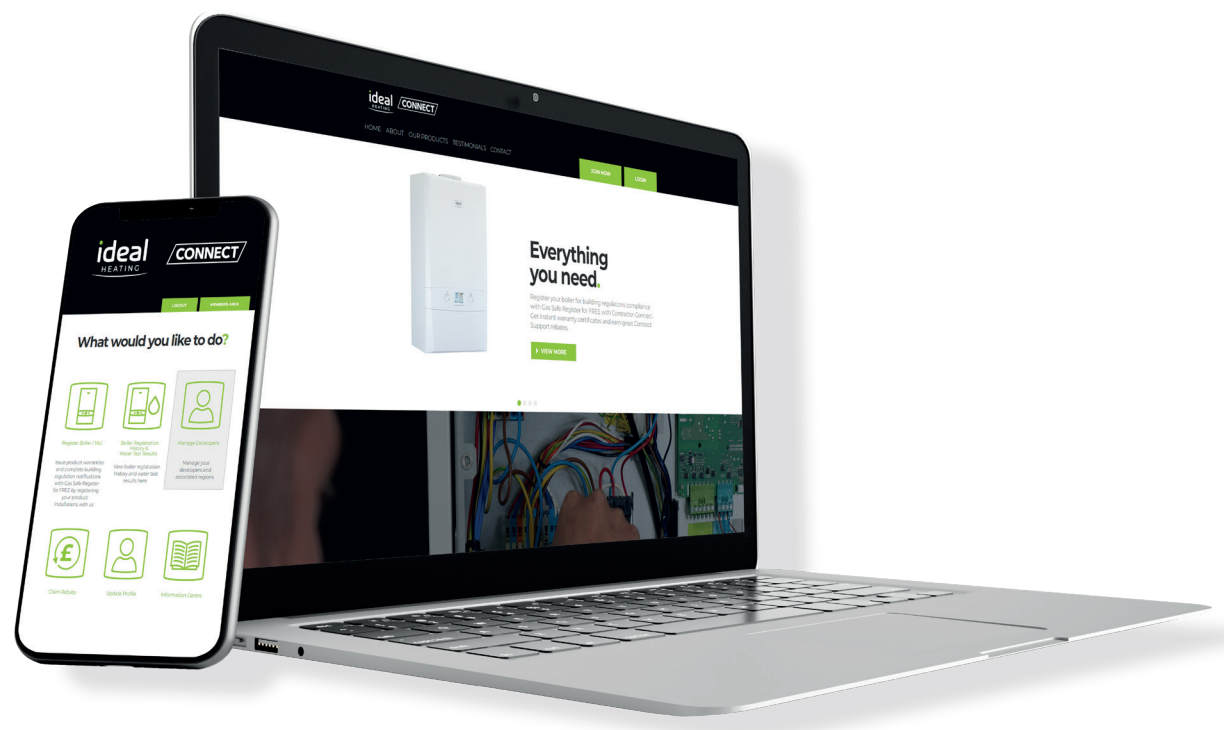
Contractor Connect gives you all the tools you need in one place, making registrations a quick and simple, one step process.

That's ideal.



- ✓ Easy warranty registrations
- ✓ FREE Gas safe notifications
- ✓ Warranty certificates at your finger tips
- ✓ Digital downloads

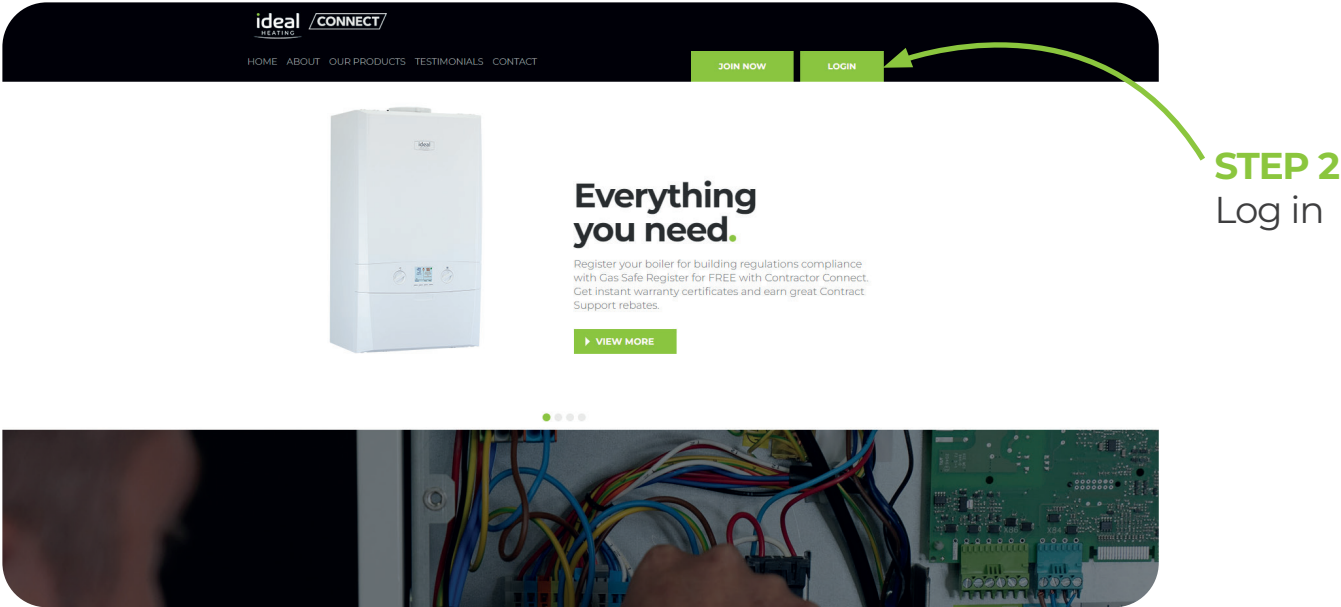
How to log in to Contractor Connect.



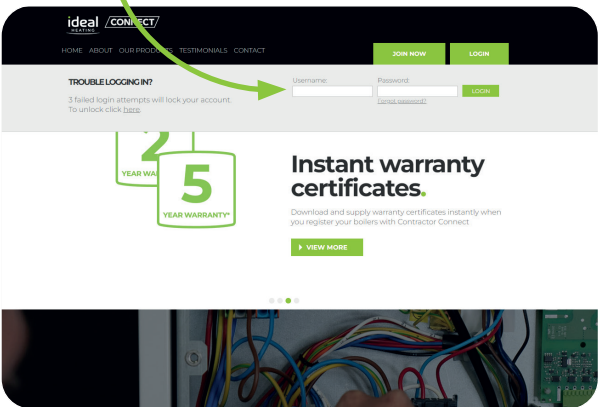
Sign up today at:
contractor-connect.co.uk

Logging in.

STEP 1
Go to contractor-connect.co.uk



STEP 3
Enter your username (email address) and password



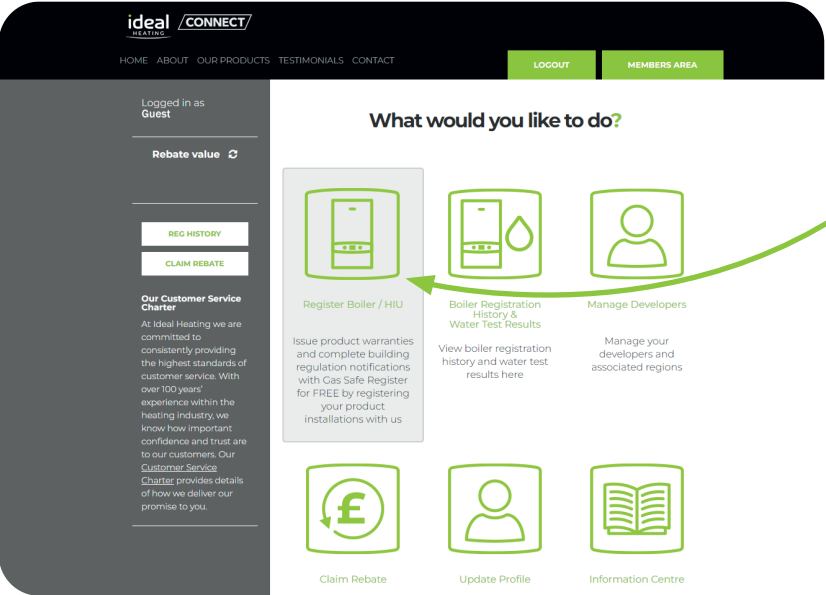
GOT A QUESTION?

No problem, you can get help from the Contractor Connect support team:

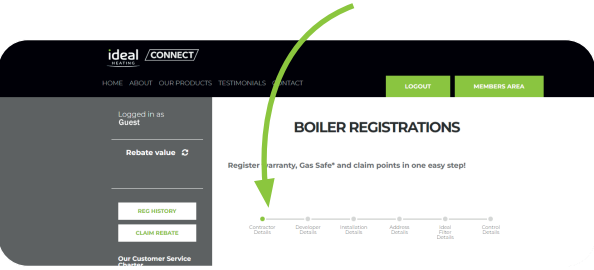
enquiries@contractor-connect.co.uk
0330 333 1513

How to register boilers.

STEP 1
Click on 'REGISTER BOILER'

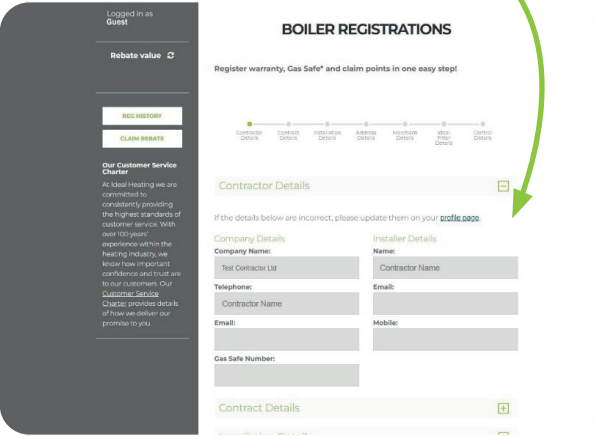


STEP 2
At the top of the page there is a progress bar which will progress as you go through the form.



STEP 3
First check your details are correct in the Contractor section.

You are unable to change data here – if anything is incorrect you will need to update your profile, by contacting the support desk.



STEP 4

Go to the next section which is ‘Contract Details’.

You can choose if you are registering as:

- 1. Myself
- 2. A subcontractor for a contractor
- 3. A local authority/housing association

This will then give you access to choose the relevant contract number from the drop-down box.

Our Customer Service Charter

At Ideal Heating we are committed to consistently providing the highest standards of customer service. With over 100 years' experience within the heating industry, we know how important confidence and trust are to our customers. Our Customer Service Charter provides details of how we deliver our promise to you.

Contractor Details

Contract Details

Company Details

I am Registering as:
Myself

Contract Number: *
12345678

Installation Details

Address Details

Merchant Details

Ideal Filter Details

Cylinder Details

Control Details

If you choose a *subcontractor for a contractor*, this will also give you the option to choose the associated contractors and local authority/housing association.

Our Customer Service Charter

At Ideal Heating we are committed to consistently providing the highest standards of customer service. With over 100 years' experience within the heating industry, we know how important confidence and trust are to our customers. Our Customer Service Charter provides details of how we deliver our promise to you.

Contractor Details

Contract Details

Company Details

I am Registering as:
A subcontractor for a contractor

Contract Number: *
N/A

Associated Contractors: *
Test Contractor Ltd

Local Authority/Housing Association: *

Installation Details

Address Details

If you choose a *Local Authority/Housing Association* this will give you the option to choose the relevant Local Authority/Housing association.

Our Customer Service Charter

At Ideal Heating we are committed to consistently providing the highest standards of customer service. With over 100 years' experience within the heating industry, we know how important confidence and trust are to our customers. Our Customer Service Charter provides details of how we deliver our promise to you.

Contractor Details

Contract Details

Company Details

I am Registering as:
A Local Authority/Housing Association

Contract Number: *
N/A

Local Authority/Housing Association: *

Installation Details

Address Details

Merchant Details

Ideal Filter Details

STEP 5

You will then need to select whether you wish to notify Gas Safe of this installation.

The default for this is to notify Gas Safe, if you wish to do a warranty only registration you will need to un-tick this box.

Installation

☒ Register this boiler with Gas Safe

☐ Check this box if the work was sub-contracted to another Gas Safe registered business

Location: *
Select

Date of Installation: *

Gas Safe Registration Number: *
306806

Engineer: *

STEP 6

If a subcontractor has completed this work for you, tick the next box and complete their details.

You will need:

- The business Gas Safe registration number
- The individual engineer's license number
- To confirm that you have permission to register this boiler on their account

Installation

☒ Register this boiler with Gas Safe

☐ Check this box if the work was sub-contracted to another Gas Safe registered business

Location: *
Select

Date of Installation: *

Gas Safe Registration Number: *
306806

Engineer: *

STEP 7

You will then need to enter the date and location of the installation, and select the engineer that installed the boiler from the drop down box.

The engineer box will not populate until you have completed the date field.

Installation

☒ Register this boiler with Gas Safe

☐ Check this box if the work was sub-contracted to another Gas Safe registered business

Location: *
Select

Date of Installation: *

Gas Safe Registration Number: *
306806

Engineer: *

STEP 8

The next section is the ‘ADDRESS DETAILS’ of the installation.

- 1. First, enter the property type
- 2. Then fill in the postcode and click on the magnifying glass to bring up all the addresses for that postcode
- 3. Select the appropriate address

Address Details

Installation Address

Start by entering the property type. Then enter the postcode, click the magnifying glass to search for the address and select the correct address from the list below.

If the address is not available simply select 'The address is not listed above' from the dropdown list and fill in the address and LA Code details. If you do not know the LA Code details, please search for it [here](#).

Postcode: *

House Number/Name: *

Select Address: *

Street:

LA Code: *

Town: *

County:

STEP 9

Next fill in the customer's details.

If you do not know the customer's name, you can select 'Unknown' from the drop down, which will populate the box as below.

Homeowner Details

If you know the homeowner details, please select "New" and enter the customer's details. Otherwise, please select "Unknown" and the default details will be populated. Please note that for businesses the details may already be pre-populated.

Customer Type: *
Unknown

Title: *
The

First Name: *
Current

Last Name: *
Occupier

Gas Safe Certificate Delivery Address

The Gas Safe certificate will be delivered to your registered account address unless you specify otherwise below.

☐ Deliver Gas Safe certificate to different address.

STEP 10

Next you need to say where you wish the Gas Safe certificate to go (if appropriate).

If you do not tick the box, the certificate will automatically come to the address on your account, i.e. your company address.

If you do wish to send to another address, tick the box and complete the address fields as appropriate.

Homeowner Details

If you know the homeowner details, please select "New" and enter the customer's details. Otherwise, please select "Unknown" and the default details will be populated. Please note that for businesses the details may already be pre-populated.

Customer Type: *

Unknown

Title: *

The

First Name: *

Current

Last Name: *

Occupier

Gas Safe Certificate Delivery Address

The Gas Safe certificate will be delivered to your registered account address unless you specify otherwise below.

☐ Deliver Gas Safe certificate to different address.

STEP 11

The next section is 'Merchant Details'.

You can choose the merchant you purchased from on the drop-down list. If they are not listed, please select 'Other'.

You can then type the city/town name.

Know how important confidence and trust are to our customers? Our Customer Service team will be happy to help you. Please contact us on 0800 123 4567 or email us on support@idealheating.co.uk

Address Details

Merchant Details

Please supply us with merchant details.

Merchant: *

Merchant 1

Merchant Location: *

Merchant Location

Ideal Filter Details

Cylinder Details

Control Details

STEP 12

Go to the next section which is 'IDEAL FILTER DETAILS'.

If you have not installed a filter, go to the next step.

If you have installed a filter, select 'Yes' from the drop down and fill in the serial number details.

Ideal Filter Details

Would you like to register an Ideal filter with this boiler?

Select

Select

Yes

No

STEP 13

Go to the next section which is 'Cylinder Details'.

If you have not installed a cylinder, go to the next step.

If you have installed a cylinder, select 'Yes' from the drop down and input the serial number details.

Address Details

Ideal Filter Details

Cylinder Details

Would you like to register a Cylinder with this boiler?

Select

Cylinder Serial Number: *

Your Cylinder SN:

Product:

Control Details

STEP 14

Click on 'REVIEW & SUBMIT YOUR REGISTRATION', which will bring up a confirmation box.

Control Details

Would you like to register a Control with this boiler?

No

REVIEW & SUBMIT REGISTRATION

Check that all information is correct then click 'YES, SUBMIT REGISTRATION'.

If there are any errors, click 'NO, AMEND DETAILS' to go back and change them.

Review registration details

Please take time to go through the information collected below, and ensure it is all correct. Reprints of Gas Safe certificates due to incorrect data may result in points being deducted from your account.

Contractor Information

Organisation

Company Name

Telephone

Email

Gas Safe Number

Installer

Name

Mobile

Developer Information

Developer *

Installation

Is all of this information correct?

YES, SUBMIT REGISTRATION

NO, AMEND DETAILS

14

Contractor Connect Guide

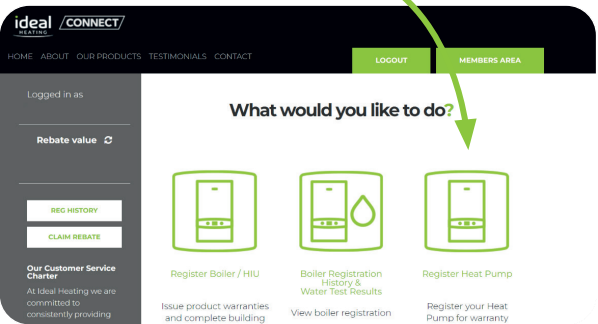
Ideal Heating

15

How to register heat pumps.

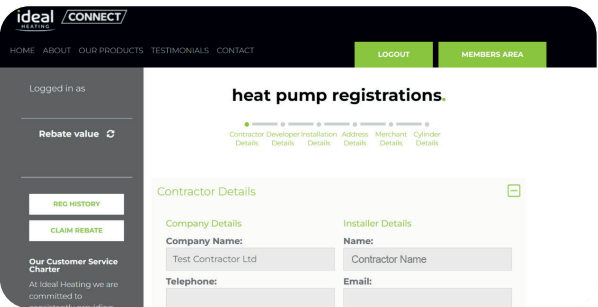
STEP 1

Log into account and select 'Register Heat Pump'



STEP 2

The first section will give you an overview of your details.



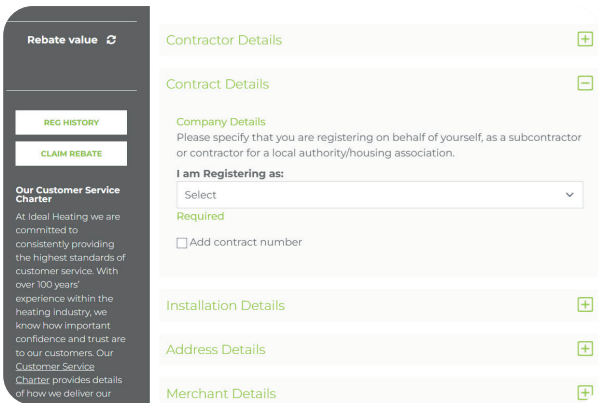
STEP 3

Go to the next section which is 'Contract Details'.

Select who you are registering for:

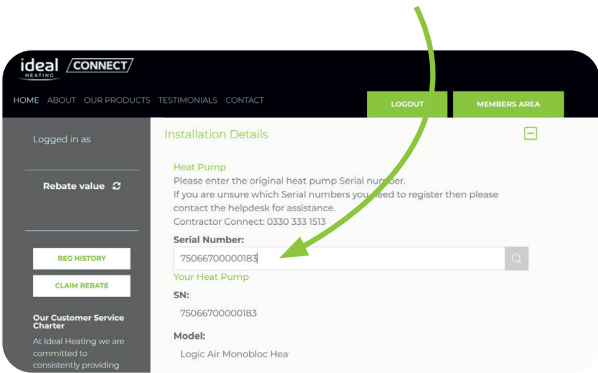
1. Myself
2. A subcontractor for a contractor
3. A local authority/housing association

This will then give you access to choose the relevant contract number from the drop-down box.



STEP 4

Select 'Installation Details'. Input the heat pump Serial number and press the magnifying glass to search. This will generate the heat pump model.



STEP 5

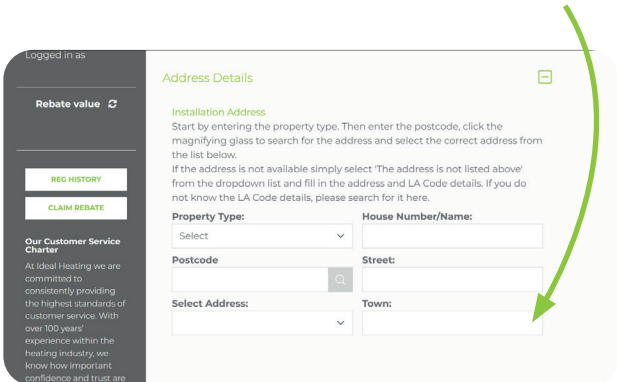
Select the location of the heat pump from the drop-down menu and then select the installation date.



STEP 6

Select 'Address Details'. Choose the property type from the drop-down menu. Enter the postcode and click the magnifying glass to search for the address.

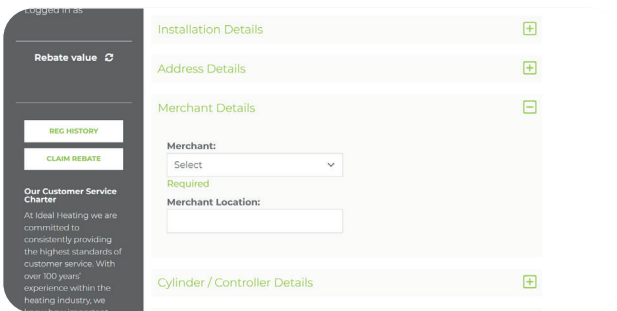
You will be able to choose the address under the 'select address' section. If the address is not available, simply select 'The address is not listed above' from the 'select address' section and complete the address and LA code details manually.



STEP 7

Select 'Merchant details'. Choose the merchant where you purchased your heat pump from, from the drop-down menu.

You can then type the location in the merchant location section.



STEP 8

Select 'Cylinder/Controller Details'. You can then choose 'Yes' or 'No' from the drop-down menu. If you choose 'Yes', another box will appear for you to type the control/cylinder serial number in. If you choose 'No' you will be able to move onto the next section.

The screenshot shows a web form with a sidebar on the left containing 'Rebate value', 'REG HISTORY', and 'CLAIM REBATE' buttons. The main content area has sections for 'Address Details', 'Merchant Details', 'Cylinder / Controller Details', and 'Programmable Room Thermostat'. In the 'Cylinder / Controller Details' section, there is a dropdown menu with the text 'Would you like to register a cylinder / controller with this heat pump?'. A green arrow points to this dropdown menu.

STEP 9

Select 'Programmable Room Thermostat'. You can then choose 'Yes' or 'No' from the drop-down menu. If you choose 'Yes', another box will appear for you to type the Room stat serial number in. If you choose 'No' you will be able to 'Review and Submit registration'.

The screenshot shows the same web form as in Step 8, but now the 'Programmable Room Thermostat' section is expanded. It contains a dropdown menu with the text 'Would you like to register a Programmable Room Thermostat with this heat pump?'. A green arrow points to this dropdown menu.

STEP 10

An overview of all the details you have input into the registration page will show for you to amend if needed or process if everything is correct.

The screenshot shows a summary page titled 'Model' and 'Programmable Room Thermostat Details'. It lists the 'Serial Number' and 'Model' for both the cylinder/controller and the room thermostat. Below the summary, it asks 'Is all of this information correct?' and provides two buttons: 'YES, SUBMIT REGISTRATION' and 'NO, AMEND DETAILS'. A green arrow points to the 'YES, SUBMIT REGISTRATION' button.

STEP 11

Once processed, you can return to the members area or register another heat pump. The heat pump registration will show in your 'Heat Pump/Hp Water Heater Registration History'.

The screenshot shows a confirmation page titled 'heat pump registrations.'. It displays a message 'Thank you for your registration.' and two buttons: 'RETURN TO DASHBOARD' and 'REGISTER ANOTHER HEAT PUMP'. The sidebar on the left is identical to the previous steps.





Installer helpline

01482 498663

Homeowner helpline

01482 498660

Connect help-desk

0330 333 1513

Ideal Heating, PO Box 103, National Avenue,
Kingston upon Hull, East Yorkshire, HU5 4JN

E: enquiries@contractor-connect.co.uk

Sign up today at:
contractor-connect.co.uk

