



Welcome to



HPIN

Heat Pump
Installer
Network

Congratulations!

You are now a fully trained and onboarded HPIN member. You are ready to start receiving technical assessments (TAs) and heat pump installation jobs.

You can also **generate your own work** by referring customers back to EDF Heat Pumps (CB Heating) to handle the selling, design and logistics, passing you the install and a nice **referral bonus**.

The below document outlines everything you need to know about installing for HPIN, Such as:

- Job offers (technical assessments and installs)
- B2B and B2C jobs - what you need
- Installation info and best practices
- Support and helplines
- Getting paid
- Referrals

Job offers

Technical assessments

You will receive a TA job offer via email. If there are other installers in your area they will also receive this offer so make sure to be proactive in your responses.

Once the TA offer is signed you will receive a call from the admin team to arrange dates and times.

All TA's must pass audit and be complete in order to receive payment which is £150 Minus CIS.



Installation jobs

You will receive a job offer with all the details needed for the install job i.e. price, product details, design, install plan etc.

You must sign this job offer in order for the installation to be confirmed.

If there are no rads quoted in the job offer feel free to quote the customer for extra works on your behalf.

Each install is priced specifically between £2500-£5000 this will be stated in the job offer.

B2B and B2C jobs - what you need to know

We have two types of installations at HPIN. For each type of install you will still receive the job offer which you can accept or decline. We have listed the differences below.

B2B

On a B2B install we provide all the fixtures and fittings.

All you will need to supply is:

- Electrician
- Consumables
(ie screws, flux, solder etc)

Within B2B we have Eco work, potential developers and social housing/local authority. Please bear in mind there may be site visits by partners so make sure to be conscious of your actions.

B2C

On a B2C install you will need to provide some materials:

- Copper tube
- Lever valves
- Electrician
- Cable
- Consumables

Cash account codes

We have cash account codes for our installers to use at City Plumbing and Wolseley. This will allow you to get our company discount on the products you need. You can use these in store at the counter.



City Plumbing
TH3421



Wolseley **7921L26**



Installation information and best practices

Important!

During an installation and TA refrain from speaking to the customer about pricing, the location of the heat pump and if you think its feasible. If the customer has any questions tell them to contact EDF Heat Pumps (CB Heating).

EDF Heat Pumps (CB Heating) Customer number - 01255 821443

Introduction to the customer:

Introduce yourself to the customer with a happy demeanour and explain you are with EDF Heat Pumps (CB Heating)/HPIN. You should briefly explain the work you will be doing and the estimated timeline.



Checking materials:

Once you arrive on site and are prepared, go through and check your materials to make sure everything you need has arrived. It would be preferable to do this before 12pm so that if something is missing you can call the install team to assist.

Install team - 01255 411 573

Installs should take maximum 5 days to complete

Installs should be no more than 5 continuous days on site to complete. If you expect works to run over or need to leave site please contact the office as communication is key.

End of installation:

At the end of the installation you are expected to commission correctly. Please provide certs by the end of the last working day, tidy the site and do a customer handover.

It is critical that you send your commissioning documents in to us as soon as possible. We also require building regs and your electrical certificate to be sent in within 24 hours.

Post Install Audit:

An audit is completed via the commission documents which our install team will assess to make sure the install is up to our standards and installed correctly.

If the audit fails you will receive an "audit failed" form outlining the corrective actions needed and be expected to return to the property to resolve the issues.

We pride ourselves on 5 star customer review's so if you don't return to the property we will have to instruct another installer to resolve the corrective actions.

If you don't return to fix outstanding issues with the installation, we reserve the right to withhold your payment.



Support and helplines

Got an issue on site?

If you need help on site we have a direct line you can use to get through to:

EDF Heat Pumps (CB Heating) Install Team - 01255 411 573

You will be sent through to either Connor or Shane who are both on our install team and ready to help with any issues or questions you have.

You may also be in contact with Jo, our Install Manager.

TA/install questions:

If you have any questions/queries regarding your upcoming job it's best to contact the designated admin who is dealing with your job. You should have been supplied their name by emails sent or phone calls made.

Alternatively, you can always call the office and we will happily direct you to the correct department.

Office - 01255 821 443

Manufacturer fault

If there is a manufacturer error/fault with the heat pump on site during installation, you should call the manufacturer directly. When calling, request a reference number and keep that logged.



Ideal **01482498660**
(option 2,2)



01932879277



Getting paid

Technical assessment/site visit

You should expect to receive **£150 minus CIS for a technical assessment.**

It can be significantly less for a site visit as you may only be attending to retrieve a small amount of information.

CIS tax means contractors (us here at EDF Heat Pumps (CB Heating)) deduct a portion of the subcontractors (you as the installer) pay for taxes and send it to HMRC as part of the construction industry scheme.

It is either deducted at 20% or 30% depending on what you are registered at. If you are Gross registered we take no tax meaning you pay HMRC yourself.

Installation

Each install is priced specifically between £2500-£5000 this will be stated in the job offer.

At the end of the TA and install please send your invoices to:
invoices@edfheatpump.co.uk for payment.

Submission cut off and payment day is every 2 weeks

- Submission cut off 12pm Monday 15th April, payment Friday 19th April
- Submission cut off 12pm Monday 29th April, payment Friday 3rd May
- Submission cut off 12pm Monday 13th May, payment Friday 17rd May

And so on...

Grow your business with referrals

The fastest way to get jobs with HPIN

We make it easy to generate your own work by removing the hassle and paperwork from selling, designing, and planning an installation.

Got a customer interested in an upgrade?

Recommend EDF Heat Pumps (CB Heating) and get the installation job as well as a £500 bonus.

We will take care of:

- Customer questions
- Selling
- Heat pump design
- Logistics and delivery
- MCS registration and cost
- Boiler Upgrade Scheme grant application

How to make a referral:

Option 1:

Fill in a quick form on your customer's behalf at www.hpin.co.uk/referral

Option 2:

Direct your customers to cbheating.co.uk

Make sure the customer quotes your installer number (HPIN Number) so we can make sure the enquiry came from you.

Not sure what your installer (HPIN) number is?
Call the office on - **01255 235828**

