



Customer care policy

TSM Heating Services LTD

Policy reference CC01 | Version 1.0

Effective date: September 2026 Review date: September 2027

1 Purpose and scope

We aim to make every customer's installation clear, well managed and supported. This policy explains the service you can expect from first enquiry through installation, handover and aftercare, and how we will respond when something goes wrong.

It applies to our MCS activities and to employees, sales representatives and subcontractors acting on our behalf. The domestic provisions apply where we contract directly with a consumer. Section 9 addresses commercial contracts and residents or end users.

We will provide the current official MCS Customer Commitment before you commit to an installation. This policy supports that document and does not replace it, our contract or your statutory rights. We will comply with the scheme requirements applicable to our certification and with relevant consumer protection law.

2 How to contact us

Customer care lead: Sophie Rivers

Telephone: 0800 009 6168 Email: Sophie.Rivers@tsmheating.co.uk

Postal address: 7 Waterside Court Crossways Business Park Dartford DA2 6NX

Office hours: 9.00am – 5.00pm

MCS certification number: NAP/79273/26/3 Certification body: NAPIT

You may contact us by telephone, email, post or in person. Tell us if you need another format, additional time, an interpreter or help from an authorised representative. We will agree a suitable way to communicate and record it on your customer file.

3 Fair and accessible service

We will listen to your needs and explain technical information in plain language. We will not use pressure selling, misleading prices or unsupported claims about savings, grants or performance. You will have time to ask questions and consider independent advice.

We recognise that illness, disability, bereavement, financial difficulty or unfamiliarity with the technology may affect the support someone needs. Staff will ask sensitively about practical adjustments, avoid assumptions, and involve a trusted representative with your permission. We will pause discussions where necessary to support an informed decision. Sensitive information will be limited to what is needed to provide that support.

4 Advice quotations and contracts

Before you agree to proceed, we will establish your requirements and provide a written quotation and fair, understandable terms. We will explain our business identity, certification scope, the people involved and any subcontracting arrangements. We will only accept work for which we have appropriate competence, capacity and resources.

Your quotation and contract will identify the agreed scope and exclusions; equipment make, model and relevant ratings or storage capacity; price and VAT; additional works; grant assumptions; payment stages; anticipated delivery and installation dates; and responsibility for permissions, approvals, access and statutory notifications. They will state that an MCS certificate will be supplied for an in-scope installation.

Before contract, we will supply the technology-specific pre-sale information and performance estimate. We will explain the assumptions and limitations, including that energy prices and tariffs can change. Estimated savings are not a promise of a particular future bill.

We will explain cancellation rights and deposit refunds before signature. Any deposit will be reasonable, justified and included in the payment schedule, with its protection explained. Where a statutory cancellation period applies, we will provide the required information and cancellation form. We will not start work during that period without the legally required express request and acknowledgements.

Changes will be recorded in writing before the changed work proceeds. Significant changes following detailed design will give you the choice of accepting the revised contract or cancelling without further cost, obligation or liability and receiving your deposit or pre-payment back. Unforeseen additional work will be explained promptly, with its cost, timing and cancellation options under the contract and applicable law. We will obtain written permission before proceeding where an existing warranty may be invalidated.

5 Installation and financial protection

We will agree a work programme, site access and arrangements to protect occupants and property. We will explain likely disruption, keep you informed of progress and delays, and identify who to contact on site. Workers must behave respectfully, maintain safe working areas and remove waste responsibly. We will arrange to correct damage or defects caused by our work within a reasonable time.

A Technical Supervisor will oversee technical compliance. We remain accountable for work delivered through our subcontractors under our customer contract; customers will not be required to resolve our subcontracting disputes.

For domestic contracts we will give written design and workmanship guarantees and provide an MCS-approved financial protection product. Before taking payment we will check the selected product's terms and explain deposit protection, cover limits, exclusions, duration, claim arrangements and any customer actions required. We will supply evidence of cover and explain any right to refuse protection, without treating this as removing our scheme obligations. Manufacturer warranties will be explained separately. Guarantees do not restrict statutory rights.

6 Handover and aftercare

We will use the current MCS handover checklist for your technology. At handover we will demonstrate operation, controls and safe shutdown, agree suitable settings, explain maintenance and check your understanding. We will record any outstanding work with an owner and agreed completion date.

Your handover pack will include equipment details, safety information, manufacturer instructions, servicing requirements, guarantees, warranties and financial protection documents. We will explain registration or servicing conditions, any ongoing monitoring, fault reporting and how to obtain support.

We will raise and provide your MCS certificate within 30 calendar days of commissioning. Required Building Regulations compliance certificates and evidence of DNO notification or approval will be provided within 30 calendar days of completion. These delivery periods do not postpone any approval needed before installation or connection.

After handover, enquiries and faults can be reported using the contacts in section 2. We will explain any chargeable work before you authorise it. Serious faults and risks to safety receive priority, with prompt assessment and a temporary solution where appropriate. If there is immediate danger, move to safety and contact the emergency services; do not attempt unsafe repairs or wait for an email response.

7 Complaints and resolution

A complaint is any expression of dissatisfaction about our service or installation that needs a response. You do not need to use a particular form or call it a formal complaint. Our customer care lead will record it, assess urgency and coordinate the response. Please provide your contact details, installation address and a description of the problem; we will help gather missing information.

We will acknowledge your complaint within two working days. The acknowledgement will identify the person handling it, confirm our understanding and explain the next step. Safety concerns will be escalated immediately to the Technical Supervisor and responsible manager.

Our company service targets are to provide a substantive response or investigation plan within ten working days, update you at least every ten working days while the matter remains open, and aim to resolve it within twenty working days. These are our targets, not MCS-prescribed resolution deadlines. Where more time is needed, we will explain why and give a revised date. Urgent risks will not wait for these targets.

We will review the contract, installation records and evidence fairly, arrange an inspection where needed, and explain our findings and proposed remedy in writing. Where practical, a manager not previously involved will review disputed findings. Agreed corrective work will have a named owner and completion date. We will verify the result and seek your feedback before recording closure. An unresolved disagreement will be recorded as such and signposted for escalation.

8 Independent escalation

If you are unhappy with our complaint outcome, you may contact MCS. MCS may also assist where you have complained to us and received no response after 14 days. Our internal service targets do not prevent you seeking that help. MCS will assess whether the complaint falls within its remit and explain the appropriate route.

MCS Customer Support: 0333 103 8130

Email: hello@mcscertified.com

Complaints information: <https://mcscertified.com/consumers/consumer-complaints/what-to-do-if-things-go-wrong/>

We will cooperate with MCS and our certification body, provide relevant records and access arrangements, and carry out required corrective action. If the MCS process does not achieve agreement, we will participate in ADR through the provider appointed and funded by MCS, including where our certification status has changed. We will comply with decisions binding on us under the applicable process.

Where a Consumer Code or guarantee scheme has a relevant role, we will explain the applicable route and cooperate with it. For earlier installations, the arrangements applicable at the time of installation will be checked. Using our complaints procedure does not remove your legal rights.

9 Commercial customers and residents

For commercial projects we will identify the contracting organisation and distinguish its responsibilities from those of residents and end users. We will agree access, communications, costs, acceptance and snagging arrangements, and provide a performance estimate and handover for each relevant property. Where required, a nominal or zero-value resident contract will also be issued.

Residents will receive respectful and accessible service, practical operating guidance and a demonstration where applicable. Our two-working-day complaint acknowledgement also extends to supporting residents and end users. We will notify the contracting customer if our MCS certification is suspended or withdrawn during the relationship. Domestic financial protection requirements will not be presented as automatically applying to every commercial contract.

10 Records ownership and improvement

The policy owner will train staff, brief subcontractors and review service performance and complaints at least annually. The Licensee remains accountable for scheme compliance; the Main Contact coordinates scheme communications; the Technical Supervisor addresses technical quality and safety.

We will keep installation records for at least six years. For commercial records, this is at least six years from the end of the last company financial year to which they relate, or longer if the contract requires. Records will be access-controlled and backed up, with personal data managed under our privacy and retention arrangements. We will explain sharing of customer contact details with MCS for installation feedback and other necessary disclosures.

Our complaint register will record the customer and installation, issue, receipt date, actions, outcome and resolution date, root cause and preventive action. Reviews will identify recurring faults, overdue remedies and training needs. The policy will be reviewed annually and following material changes to MCS requirements or our operations.

Implementation and reference notes

For the policy owner. Complete the company fields and approve this policy before issue. Retain this page with the controlled office copy.

Adoption checks

- Confirm your transition to the redeveloped scheme and the requirements applicable to existing contracts with your certification body.
- Complete all bracketed fields and confirm that support arrangements and company service targets can be delivered.
- Set the actual guarantee periods in your contract and select an approved financial protection product; check cover activation, deposit protection and evidence supplied to customers.
- Align quotations, terms, cancellation information, privacy notices and technology-specific handover checklists with this policy.
- Maintain a complaint register and evidence of staff briefing, customer issue of the official Customer Commitment, handover and certificate delivery.

Reference basis checked 23 October 2026

This policy is drafted to support the redeveloped MCS Installer Scheme. Adoption and day-to-day implementation must match the business's certification, technologies, contracts and operating scenario. The official Customer Commitment must still be supplied to customers.

MCS Customer Commitment. Issue 1.1, 8 September 2026, sections 1–6 and commercial guidance
https://mcscertified.com/wp-content/uploads/2026/09/MCS-Customer-Commitment_V1.1_2026.pdf

MCS Installer Operating Requirements. Issue 2.0, 8 September 2026, clauses 4.10, 5.4–5.10 and 6.1–6.11, glossary and Appendix A
https://mcscertified.com/wp-content/uploads/2026/09/MCS-Installer-Operating-Requirements_MCS2.0_2026.pdf

MCS complaint handling and escalation. Two-working-day acknowledgement and customer escalation guidance
<https://mcscertified.com/installers/installer-complaints/complaints-handling/>

MCS Complaints Policy. Version 1.0, February 2026, including remit and transition arrangements
https://mcscertified.com/wp-content/uploads/2026/02/MCS-Complaints-Policy-1.0_V2.1.pdf

MCS approved financial protection products. Check the current directory when arranging cover
<https://mcscertified.com/installers/redeveloped-installer-scheme/financial-protection/mcs-approved-financial-protection-products/>

MCS Providing Inclusive Service. Version 1.0, February 2026
https://mcscertified.com/wp-content/uploads/2026/02/MCS-Providing-Inclusive-Service-1.0_V2.1.pdf