

Search and verify accredited contractors online via the BESA Find a Contractor tool [www.thebesa.com/find-a-besa-member/](http://www.thebesa.com/find-a-besa-member/)

“At last a tradesman that I feel I can trust, very pleased. Would I recommend them? YES”

Paul, Lancashire.

“Very professional, clean and tidy whilst working, very polite, did an excellent job, would highly recommend them”

George, Oxfordshire.



[www.thebesa.com](http://www.thebesa.com)



### WHAT IF I HAVE A COMPLAINT?

Should you find a defect within the guarantee period, notify the registered BESA contractor as soon as possible so they can correct it. If the BESA contractor fails to meet its obligations, register a complaint directly with BESA on 0345 646 1044.

Your Local BESA Accredited Contractor:



YOUR PEACE OF MIND GUARANTEE

## THE BESA DOUBLE GUARANTEE



BESA, the trade body for building services contractors, helps you find skilled tradespeople you can trust.

## Why use a BESA contractor?

When you choose a BESA contractor, you know that they have been thoroughly vetted via our robust BESA CAS Audit and will carry out work to the required standards with great customer service, technical competence and trading practices.

## Services

Building Engineering Services Association (BESA) - is the trade body for heating, plumbing, air conditioning and solar PV contractors.



## Financial Protection

When you employ a BESA contractor to install, replace, upgrade, extend or repair the heating or air conditioning system in your home, you will automatically be covered by the BESA Double Guarantee at no additional cost. You can even pass the remainder of the guarantee on if you sell your home.

- Comprehensive two-year guarantee covering workmanship, design, defective materials and deposit protection
- Further four years' protection against major damage to your home arising from the work
- If your BESA contractor fails to fulfil their contractual obligations, the BESA will step in and meet the cost of putting things right
- If the firm should become insolvent or bankrupt or goes into liquidation during the installation, BESA will arrange for the work to be completed at no additional cost to you.

The BESA Double Guarantee applies to domestic heating, plumbing, air conditioning and solar PV installations only with an installed value over £500 up to £50,000. It will be invalidated should any third party carry out work on the installation carried out by the BESA contractor.

The BESA Double Guarantee does not cover:

- Installed equipment (e.g. central heating boilers) covered by a manufacturer's guarantee
- Damage or defects caused by - sonic bangs, war, radiation, accidental, malicious or storm damage, alterations and modifications carried out at a later date to the works, previous defects discoverable by survey on sale or transfer of the property, wear and tear, normal dampness, condensation, mould, shrinkage, contamination, changes in the water table and risks insured by statutory or other insurance or financial protection arrangements
- Consequential or incidental losses, including professional and legal fees and alternative accommodation
- Designs and/or materials provided by the customer
- Work undertaken under an annual service contract
- Claim values under £250

