

Covid 19 Guidance: Salamander Service Engineer Property Call Out:

Following new Public Health England guidance issued on 11th May 2020 we have commenced work inside customers' homes and businesses again from Monday 18th May 2020, where necessary. The work our sub-contract service engineers carry out for Salamander Pumps is critical and therefore been given Key Worker status by the government.

Whilst there is a high Coronavirus alert level in place, there are special measures we all need to take to keep each other safe. Our number one priority is to ensure that rectify any issues you have with our products, so your household is not without running hot/cold water for prolonged periods of time.

We are firstly doing all we can to diagnose any issues over the phone via our Technical Advisors, however this is not always possible, a service engineer may need to attend and enter your property/building. Due to the current Covid-19 situation we are doing our utmost to carry out such works in a timely manner, however we are experiencing some delays and ask for your patience during this period.

We are working closely with our sub-contract service engineers/providers to minimise the impact of the Government's restrictions on the services we can provide.

What to expect if you have an engineer coming out to your home:

If we do need visit your property, we will need to enter your home and we will call you beforehand to talk to you about how we can make our visit as short and safe as possible. We have requested that our sub-contract engineers take special measures to ensure your safety and their own.

Before our engineer arrives please do the following:

1. Advise the engineer if you or any occupants have coronavirus symptoms and/or have been diagnosed with the coronavirus.
2. Open doors to allow access and movement between rooms.
3. Clear a path to the shower location, pump location and water storage location.
4. With an antibacterial wipe, clean down the pump and any other surfaces our engineer may encounter.
5. Open any windows or doors where the service engineer will probably need to work.

Please ensure you maintain two metres social distancing and, wherever possible, move to a different room during the period of time the engineer is in the property. Once the engineer has finished working, they will wipe down any surface they have touched before leaving.

At the end of the appointment, our engineer will explain what they've done - via the phone, Whatsapp or Facetime – whichever suits you best.

We will continue to update this information as the guidance evolves from both the UK Government, and other UK health organisations.

Thank you for helping us to keep you and our engineers safe.

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