



# The right Trac

Installing a new heating system in a full domestic refurbishment poses plenty of challenges. *Installer met James Redman, of R.A.Redman in Southampton, to find out how a change of approach is reaping rewards.*

Accepting a job for a complete refit of the heating system in an ageing farm cottage near Salisbury was always going to bring a big set of challenges for James Redman and his team. Not only were the boiler and radiators being replaced with modern, high performance versions, but the creation of a whole new extension for the kitchen meant that the boiler was going to be re-sited.

#### Daunting prospect

At first, the prospect of running new pipework seemed to be a daunting one – involving plenty of work for James and even more for his customer. Thinking back to a previous commercial

installation that he worked on, James hit upon a successful solution.

“When I was an apprentice, I worked on a big installation in London that required loads of new pipework. We used TracPipe and I was surprised by the speed and ease with which we got the job completed,” commented James. “With this job, I needed to be able to get the new pipework fitted quickly – partly because we were working around other trades and partly because the homeowners didn’t want to be left without any heating or hot water.

“However, I initially discounted using TracPipe because of the practicalities of buying, using and storing large quantities of it. Then a contact of mine

told me about the new TracPipe KITS, which made it the perfect solution for this property.”

TracPipe KITS are available in lengths of 5m, 10m and 15m, making them an option for domestic installations. By eliminating the practicality issue of ordering in bulk, TracPipe has become a credible alternative for residential gas pipework, opening up a whole new market.

#### Positive feedback

Tony Dark, Omega Flex Sales and Marketing Director, says, “The introduction of TracPipe KITS in sizes up to DN32 has resulted in so many domestic heating engineers using the

product for the first time. We know from experience, that once an installer uses TracPipe just once, they will think differently about how they upsize and replace gas lines in the future.”

With the products chosen and the site ready, it was time for the installation itself to start by taking the gas pipe from the meter box to the site of the new boiler.



“On this occasion it was a great choice. Not least because the customer was so impressed by how quickly we got in and got everything done – when you’re living in a building site, things like that really matter.

“I’ve used it on subsequent jobs too where it also saves time, effort and, frequently, money.

For example, when fitting high efficiency condensing boilers onto old systems it can be necessary to upgrade the pipework to ensure that the boiler works properly. Using TracPipe means that I can do this in a simple and straightforward manner, allowing me and the team to concentrate on other aspects of the installation.”

#### Key advantage

Tony comments: “Recent economic times have affected all businesses in the UK. Quoting for work effectively, while protecting your profit margins, is a key factor in staying competitive in a challenging market.

Understanding how savings can be made by using innovative, labour and time-saving products like TracPipe to reduce the cost of installation, is literally the difference between winning new customers and losing work to a cheaper quote.”

#### Stress-free install

The project in Salisbury is far from complete for the owners, but James is confident that his will be one of the most stress-free parts of it – not least for his team when they come back in the next few weeks to install the new boiler.

#### Appealing benefits

On a full-scale redevelopment, the benefits of TracPipe are apparent. The speed and convenience of the installation means that the job can be scheduled in and completed easily in order to work around the other, more time-consuming aspects of the project.

However, the benefits for James are not just appealing on the trickier jobs – using TracPipe has become a common occurrence on site.



“The new TracPipe KITS made the perfect solution for this property.”