



# Vintage Cast Iron Radiators

## Preparing your radiator for collection or delivery

Our work is hard, dirty, big and heavy; we're just not able to do this kind of work in your home. This will mean that your radiators must be brought to our purpose-built workshop where we have all the tools and equipment we require.

In practice this means that you must be able and prepared to arrange for your radiators to be organised prior to collection

Please ask your plumber to remove the valve stems from the radiator. Valve stems are not part of the radiator and are easily damaged in transit and/or lost. In cases where the valve stems cannot be removed by your plumber we are happy to remove them for you but this may damage them and is done entirely at the customer's risk. Whilst we will do our best, we cannot guarantee your valve stems for loss or damage.

*Valve stems*



Please ask your plumber NOT to stuff tissue into the inlet or outlet of your radiator in an attempt to seal residual water inside your radiator as this could easily end up remaining inside your radiator and subsequently damaging your radiator and heating system.

Please also make sure that your radiator is fully drained. This is because the water adds to the weight of the radiator, damages the inside of vehicles, damages other items in transit alongside your radiators and causes great discomfort to those who are inadvertently covered in wet dirty residue.

If your radiator is to be collected by a third party courier, it should be safe and secure on a pallet ready for collection at the nearest safe and legal point of public highway

or suitable private road (with permission from the owner) to the delivery address. You will also need to make similar arrangements in order for your radiators to be delivered.

We would ask that your pallet is in good or reasonable condition and that we can get a pallet truck or forklift underneath in order to lift it on and off a delivery truck. For our part we will undertake to deliver or return your radiators properly wrapped and secured on a pallet that is in good usable condition.

Your radiator can overhang the pallet but you must make sure that it is wrapped in cardboard or other such covering to protect it from damage in transit. Please bear in mind that you should not overhang the radiator to such an extent that it bows and damages the seals. You should support the entire length of the radiator appropriately. You should also bear in mind that you will be charged for the dimensions of the goods if they are larger than the [permitted dimensions of the pallet](#).

If you have arranged for us to collect your radiators personally they must be ready for collection outside the property, able to be moved with the use of a sack cart or other appropriate handling aid and there should be no obstacles between the radiator and the collection vehicle. These obstacles include high steps, multiple or steep steps, narrow door access, uneven or loose ground or any other circumstance that would preclude the use of an appropriate sack cart or handling aid. If you are aware of any potential hinderance or difficulty please speak to us beforehand.

Please bear in mind that there may be just one of us arrive to undertake the collection or delivery. We will let you know if we think there are any radiators that we cannot manage prior to agreeing collection or delivery.

Do remain conscious that in all cases delivery will be to the outside of your property. You will need to make other appropriate arrangements to take your radiators inside. We have previously accepted the task of moving radiators into the property due to no-one else being available to do it at the time and our desire to help our customer. This has necessitated considerable unplanned work and a lengthy stay at the property. It also has often caused injury to ourselves which we simply can no longer accept.

Please do spend some time considering the collection and delivery of your radiators and pre-plan how you are going to manage this.

For useful advice on lifting and carrying radiators see our brochure [“moving radiators”](#).

Please refer to our [terms and conditions](#) for further information.