

## New build 174m<sup>2</sup>

### Product: SUPERflex pipe with SpeedTrak™

The customer of this new build project was very specific with his instructions. The heating system was to be underfloor in the kitchen and wet rooms, with radiators in the remainder of the ground floor. All materials installed in the property had to be of the highest specification.

The plumber had used us before as a sub-contractor, and approached us as he knew that the components were manufactured to the highest quality, exceeding all European standards.

### The solution

We priced the project as per the customer's specifications, using the latest SUPERflex™ underfloor pipe. We also provided a second quote for the whole ground floor, so the customer could see the benefit of heating the entire area as opposed to part of the floor.

We realised that his heating specification was down to floor covering rather than anything else, as the customer hadn't realised that underfloor heating can be an excellent system with virtually any flooring. After comparing the two quotes, the customer decided on underfloor heating throughout.

The plumber had previously used our pipe, and had always found it to be robust and efficient. Using SUPERflex™ with its increased flexibility made installing



the system easier and also reduced the installation time whilst providing the highest level of professional finish.

### Our advice

It's always important to listen to a customer's specific requirements. However, as professionals we should look to offer alternative solutions if we think those would ultimately benefit the customer. Using a supplier that could quickly provide quotes for different options was really helpful in this case, and the plumber was able to exceed his customer's expectations.

Whether you have a specific project in mind or just want some advice, speak to one of our experienced Technical Sales Advisers on 04 80 28 01 02 or email [info@continal.fr](mailto:info@continal.fr).

*Don't let flooring dictate your customer's choice of heating, or vice versa. Provided that a few rules are followed, virtually any floor covering can be installed over an underfloor system. The result is efficient and comfortable system - and the customers' preferred floor finish.*

