SITE survey. APP

SITE SURVEY REPORT

Warranty Callback Visit Report

Prepared for	Harbourline Property Management Ltd
Date	13 Oct 2026
Site	Quayside House, Bristol
Prepared by	S. Morgan

FORM

Warranty Callback Visit Report

1. Callback

Project	Quayside House, Bristol: callback for a ceiling leak (completed example)
Client	Harbourline Property Management Ltd
Site	Quayside House, second floor east
Site address	Quayside House, Welsh Back, Bristol
Visit date	13 Oct 2026
Engineer	S. Morgan, Avon Mechanical Services
Original job reference and date	AMS-2026-188: heating and cooling valves replaced on six fan coil units, second floor east
Date the original job was completed	28 Aug 2026
Warranty or guarantee ends	27 Aug 2027
Days since the original job	46
Visit date against the warranty	Inside the warranty period
Fault reported by the customer	Water dripping from a ceiling tile by the east windows. The facilities team put a bucket down and lifted the tile.
Date reported	12 Oct 2026
Days from report to visit	1
Response time promised (days)	1
Response against the promise	Met

2. Findings

What was found	Compression nut on the heating return valve of FCU-2.06 weeping, about a drop every 20 seconds. Water had run along the pipe insulation to the tile. One ceiling tile stained; no damage to the unit or the floor.
Cause	Our workmanship
Covered by our warranty or guarantee?	Yes

For consumers, section 49 of the Consumer Rights Act 2015 says a service must be performed with reasonable care and skill. If it is not, the consumer can require it to be performed again (section 55), within a reasonable time and at the trader's cost. For business customers, the Supply of Goods and Services Act 1982 (section 13) implies the same care and skill term.

Photos (fault and fix)





3. Work done

Work done	Isolated the heating circuit to FCU-2.06, remade the joint with a new olive, refilled and vented. Joint checked dry after 30 minutes at working pressure. Stained tile replaced from the client's spares.
Parts used	15 mm olive; one ceiling tile from site stock
Time on site (hours)	1.5
Labour rate (£ per hour)	58.00
Parts and materials cost (£)	2.40
Cost of this visit	89.40
Status	Fixed
Is the visit chargeable?	No

Not chargeable. The cost of this visit is carried by you. Recording the cause each time shows how much callbacks cost and why.

Customer name	J. Hendry, facilities coordinator

Customer signature



Completed by	S. Morgan, Avon Mechanical Services

Engineer signature

