

Accurate online parts ordering

Heating World of Spares is on a mission to ensure that any gas engineer can identify the right part to fix any fault quickly – and then have it delivered at speed.

Gas engineers are painfully aware of the time and money wasted ordering wrong parts. It's hard to have constant access to the right data for thousands of brands and models. And yet, without it, costly return visits and time-consuming parts returns become commonplace.

Independent merchant Heating World of Spares (HWOS) is looking to make this frustration a thing of the past by providing free, 24/7 online access to PartsArena for all its trade customers.

Aaron Scott, managing director of HWOS, says: "Our role in supporting heating engineers goes way beyond sales. As specialists in our field, we want to help resolve their daily frustrations – those things that are making their jobs challenging and slowing them down.

Aaron says: "Unlike paper manuals, PartsArena remains bang up to date, minimising the risk of an error. Accessible via any mobile device while on-site, it's a powerful tool. With 11,000 appliances from more than 40 manufacturers, the boiler model can be identified, and a parts list browsed.

"Exploded diagrams with hotspots make light work of pinpointing the right part, so users can add it directly to their shopping cart. And if it's commonly required, they can create a handy favourites list to speed up future jobs."

Manage end-user expectations

It's always a challenge for gas engineers to manage the expectations of their customers. Can the fault be fixed? What's



engineer can secure return business from satisfied customers," Aaron adds.

Easy online ordering 24/7

HWOS has developed an easy system for gas engineers to use anywhere, anytime, removing the need to place orders back in the office or during the evening. In fact, their customers will be reassured to see an order placed before their very eyes, if need be. All that's required is a mobile device and a signal.

Payment can be made either on account or by card and, with a network of 5,000 collection points to choose from or delivery to a specific address, the entire system is focused on making the engineer's life easier.

Aaron concludes: "We're on the same team as our customers. We're the back-up they need, wherever they are. Of course, there's always a friendly person at

the end of the phone during office hours, but the website support is 24 hours a day. In an ever-competitive marketplace, this is critical for gas engineers to deliver on their promises and win the work time and again."

Created by Infomill, PartsArena is a leading parts identification tool for heating engineers. It provides direct access to technical data, parts lists and exploded diagrams to ensure engineers can order the right part first time. PartsArena is used by over 50,000 heating engineers every day and details over 155,000 unique parts. It is also available for use on any mobile device or PC, and can be integrated into field service software and e-commerce websites for seamless parts identification and ordering.

More information can be found by calling 01388 760333. ■ www.hwos.co.uk

"It's really helpful to be able to visually identify the parts required while on-site, using schematic diagrams on PartsArena. The cost shows straight away, then it checks availability and lead time."

Samantha Fentiman, RB Plumbing & Heating (York)

"As the UK's premier heating parts identification tool, PartsArena by Infomill will help all our customers to make accurate parts choices, day-in, day-out. The ultimate outcome will be time and money saved for every HWOS customer."

the cost? How long will it take? Without accurate information, answers can be vague. HWOS believes it can now support customers fully on this aspect of their work.

"By systematically using PartsArena on our website, engineers instantly understand stock availability, expected delivery times and how much it will cost. They'll leave their customer fully informed and with the confidence of a fast fix. By being on top of the situation, the

Find the right part... fast

For any job, the main priority is always a fast fix – the engineer's reputation depends on it. Having identified the fault, they'll need to order a part – but which one?



More about HWOS

Heating World of Spares has become one of the leading independent spares merchants in the UK heating industry, with competitive prices on a wide range of parts, and PartsArena integrated on the company's new website. Every team member has been extensively trained in parts matching and the warehouse operates a rigorous system to ensure 100 per cent accurate deliveries as quickly as possible.

Need to find the right spare part, fast?

Powered by PartsArena, browse spares lists and exploded diagrams for over 11,000 appliances from over 40 top manufacturers



Check the trade price, stock availability and delivery lead time of every part with a single click

Access anywhere via PC or mobile device*



PartsArena @ hwos.co.uk • Visit the website for access, completely free of charge[†]
Gas, LPG, Oil & Heating Spares • Great Prices • Fantastic Service • Fast, Free Delivery[‡]

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