

## Mr Christian

We approached three window companies with a view to obtaining quotations for a new conservatory roof.

The previous roof was about 20 years old and was no longer fit for purpose, as it made the room unbearably warm in summer and simply freezing in winter. Having seen two of the companies, one of which was a nationwide business, we spoke to Mark Eales of HeatGuard Windows.

Having prepared and posed numerous questions to the other sales people, we presented Mark with the same queries. It soon became apparent that Mark was head and shoulders above the rest. The fact that Mark is the general manager as well as the principal sales person shines through immediately. He answered all the questions effortlessly and confidently and had all the knowledge at his fingertips.

Mr Christian was so delighted with his new Guardian WarmRoof, not only did he let us use his picture on our website, he agreed to an interview on video!

He was local, genuine and trustworthy, and to choose HeatGuard soon became one of the easiest decisions we've ever made.

Mark told us all about the Guardian WarmRoof system, which he had recommended installing, and explained all the features, attributes and advantages of such a system in great depth.

Having decided to accept Mark's quotation, we awaited the fitting team. True to form, the highly-experienced fitters arrived on date and on time. They were absolutely fantastic. They were clean, tidy and consummately professional. They worked hard from start to finish and completed the entire job within 3 days.

We were concerned about our floor, which was quite new, but we needn't have worried, as the fitters protected it meticulously from any adverse weather. Within 2 days the roof was watertight, and there were just the finishing touches to complete. Nothing was too much trouble for the fitters, and, although there were no snagging issues, we're totally confident that, if there had been, they would have sorted them out straight away. They removed all the old remnants of the previous roof and associated rubbish and left the conservatory immaculate.

We have been in business all our lives and appreciate good service. HeatGuard Windows not only met our expectations but exceeded them. Everything Mark was asked about was fulfilled to the highest standards. It was 'Exactly what it says on the tin!'

The Guardian WarmRoof system has completely transformed our conservatory. Before, it was too hot in summer and too cold in winter. But now it is a comfortable temperature all year round, and we use it all the time. It has made us an extra living space, which we quite simply adore.

Two other families on our street came to ask us about our conservatory roof and how well it was performing. We had no hesitation in recommending both the roof and HeatGuard to them.

