

Customer Screens

Heat  
Pump  
Designer.

Login

☒ Remember me

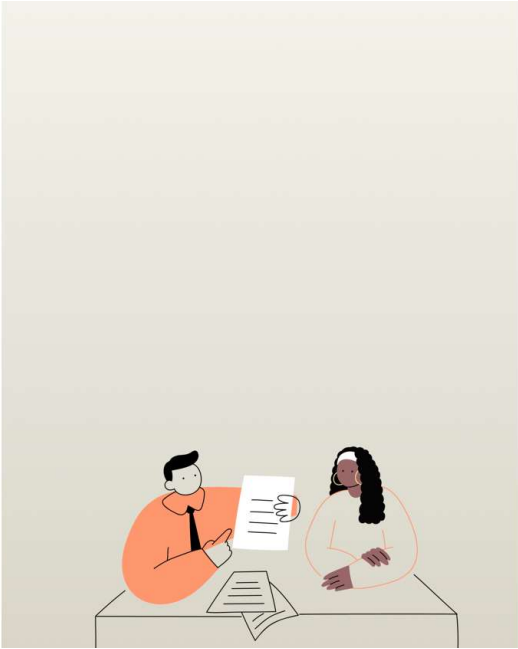
[Forgot password?](#)

Login

Don't have an account? [Sign-Up](#)

By continuing, you agree to our

[Terms of Service](#) [Privacy Policy](#) [Content Policies](#)

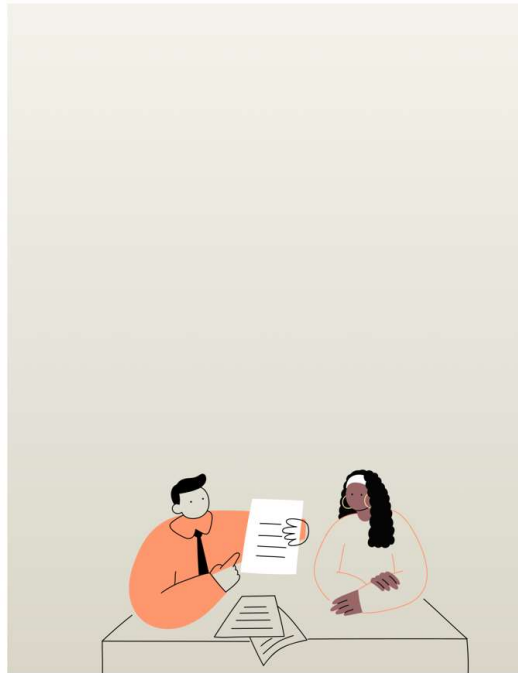


Heat  
Pump  
Designer.

Request a Customer Account

You must have a customer account with us to submit job details and get a quote from us.

Start Now >



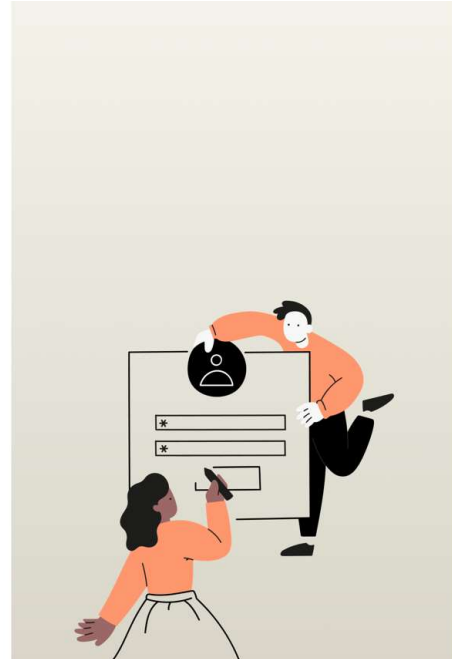


## Request a Customer Account



### Your Name and Contact Details

Continue



## Request a Customer Account



### Your Business Details

### Address

Enter Address Manually ☐

Submit





## Request a Customer Account



We have received your request to create an account. We will keep you informed about status of your account creation though email. Have a nice Day!

Back to Home



Get a Quote

My Quotes

My Service Requests

Create a Service Request

Joe Bloggs

Heat Pump Scotland, Glasgow

Job Reference

Site24 Windridge Hamilton, ML3 3PS

Job IDJRT240478

Service Type

Title

Details

Attachments

Drag and Drop here

OK

Browser

Attachment 1.pdf

Attachment 2.pdf

Attachment 3.pdf

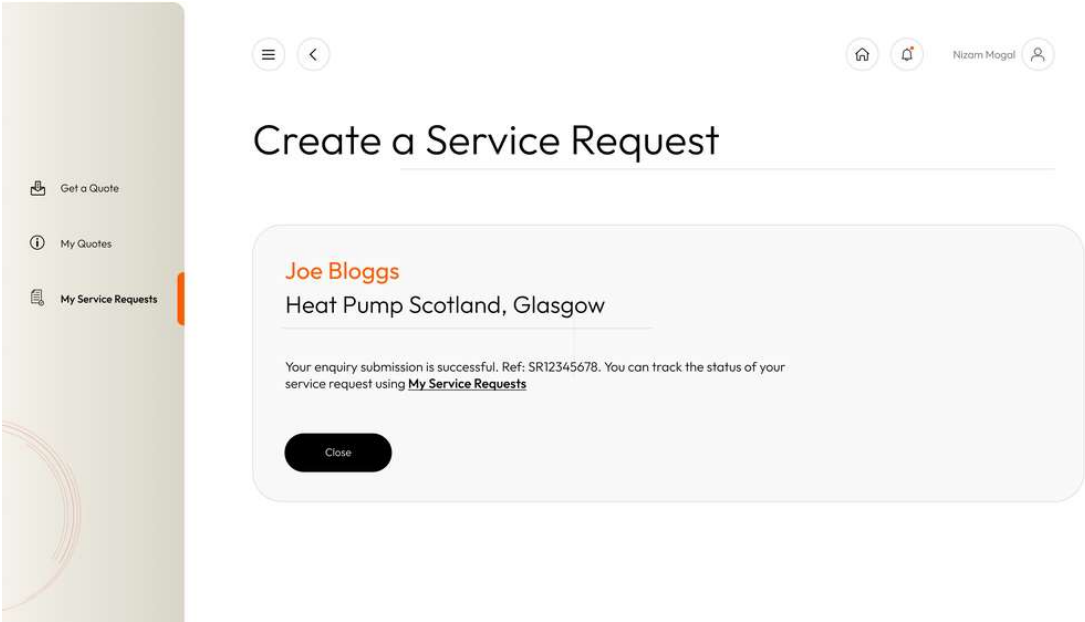
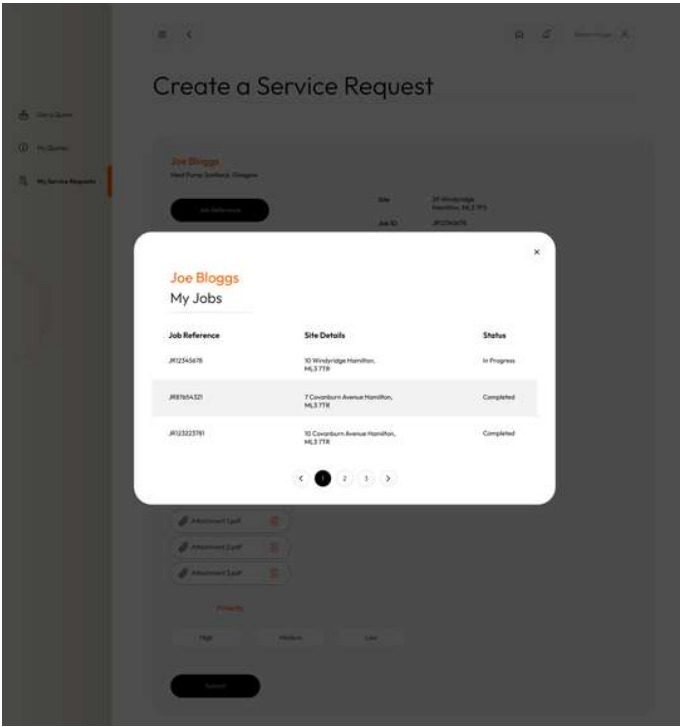
Priority

High

Medium

Low

Submit





## My Service Requests

Joe Bloggs

Heat Pump Scotland, Glasgow

0

New

1

Lufta Working

2

Needs Your Attention

3

Closed

Search By

Priority

Service Request No.

Title

Updated

### Service Requests List

Priority	SR No.	Title	Site Details	SR Type	Last Updated Date & Time	Status
H	SR1232378	Clarify Heat Loss Calculation	10 Cowanburn Avenue Hamilton, ML3 7TB	SR Type	10/11/2021 05:00 PM	Lufta Working
M	SR87654321	Clarify Emither size	7 Cowanburn Avenue Hamilton, ML3 7TB	SR Type	15/12/2021 02:00 PM	Resolved
L	SR1232378	Clarify Heat Loss Calculation	10 Cowanburn Avenue Hamilton, ML3 7TB	SR Type	10/11/2021 05:00 PM	Resolved

Navigation: < 1 2 3 >

Create a Service Request



## Manage Service Requests

### Service Request Summary

Priority: Medium  
Status: Lufta Working  
Last Updated: 25/01/2022 10:00 AM  
Created: 24/01/2022 10:00 AM  
Job Reference: J812345678  
Site: 29 Windyridge Hamilton, ML3 7PS

### Attachments

- Attachment 1.pdf X
- Attachment 2.pdf X
- Attachment 3.pdf X

### SR 1- Clarify Heat Pump Size

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Semper semper sit risus consectetur. Sed sed malesuada at quis tristique. Aenean venenatis risus nunc donec accumsan, sed.

Add Update

Add Attachment

Close SR



#### Update from Customer 25/01/2022 10:00 AM

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Semper semper sit risus consectetur. Sed sed malesuada at quis tristique. Aenean venenatis risus nunc donec accumsan, sed.



#### Update from Lufta Staff 24/01/2022 1:00 PM

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Semper semper sit risus consectetur. Sed sed malesuada at quis tristique. Aenean venenatis risus nunc donec accumsan, sed.



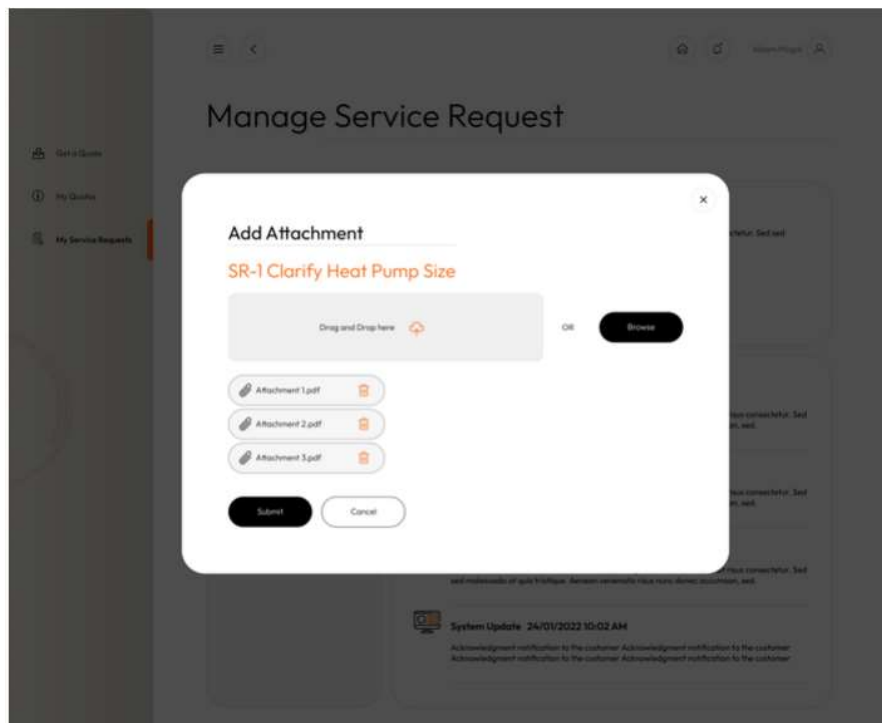
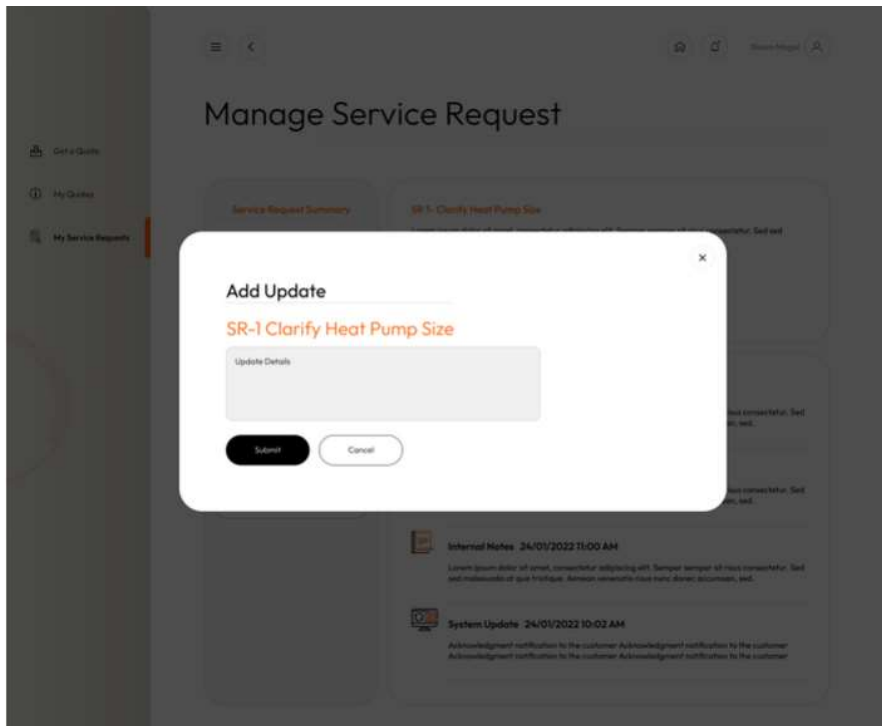
#### Internal Notes 24/01/2022 11:00 AM

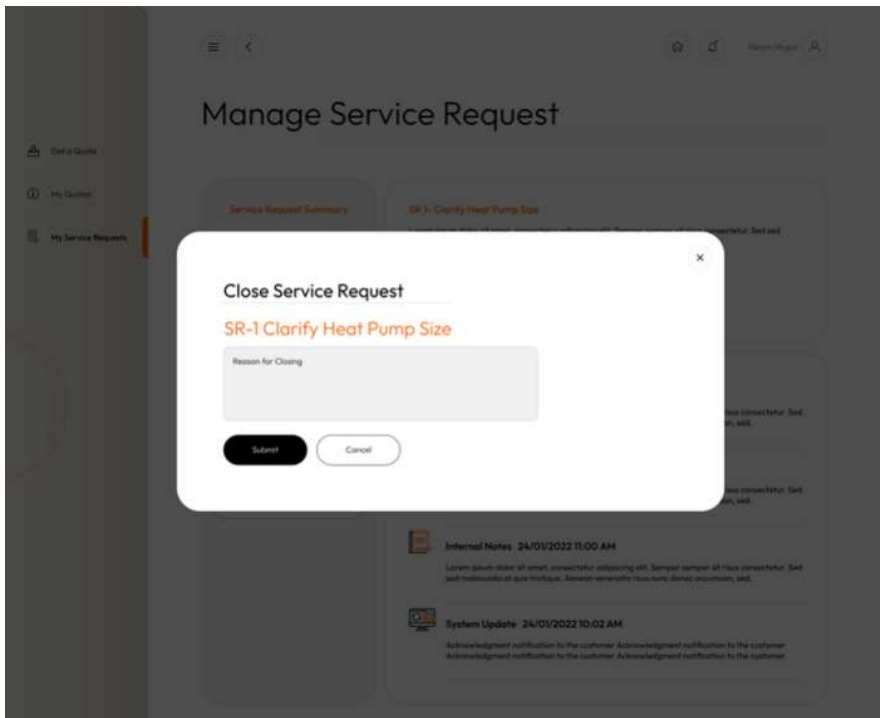
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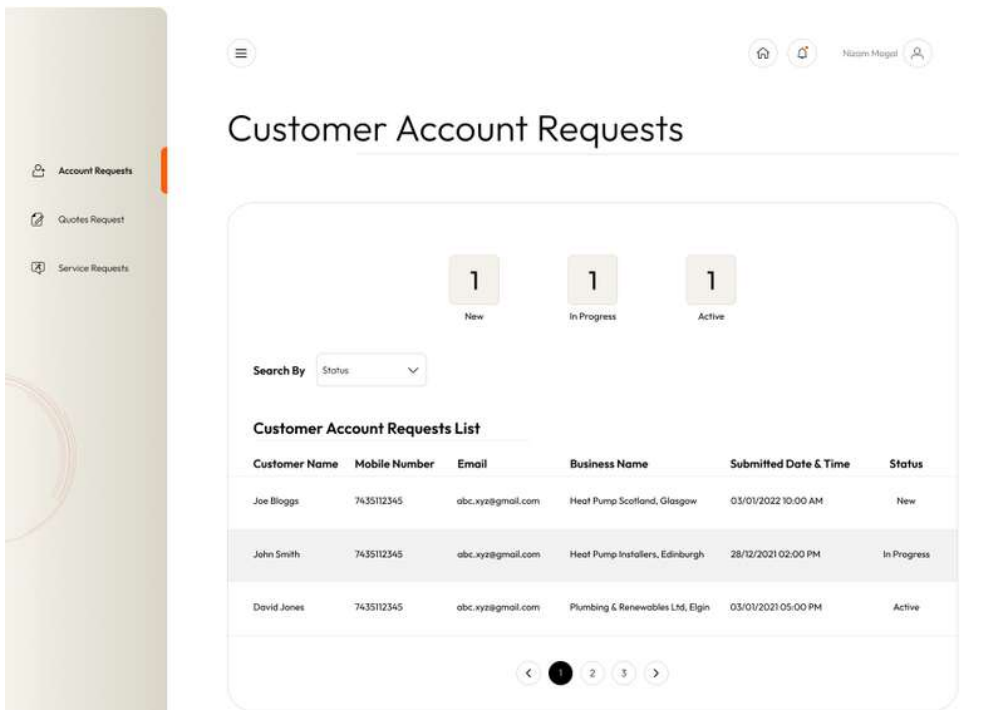
#### System Update 24/01/2022 10:02 AM

Acknowledgment notification to the customer Acknowledgment notification to the customer Acknowledgment notification to the customer





## Business Admin Screens





# Request a Customer Account

Joe Bloggs

Heat Pump Scotland, Glasgow

New

In Progress

Approve

Reject

Inactive

Customer Contact Details

Business Details

Business Address

Supporting Documents

Save





# Request a Customer Account

Joe Bloggs

New

Next Pung Southend, England

In Progress

Active

Report

Archive

Customer Contact Details

Full Name\*

Joe Bloggs

Company\*

XXXXXXXXXX

Company Address\*

Joe Bloggs@gmail.com

Phone Number\*

XXXXXXXXXX

Business Details

Company Registered Name\*

Next Pung Southend Limited

Company Trade Name\*

Next Pung Southend

Company Type\*

Limited Company

Business Address

Full Name\*

Joe Bloggs

Enter Address Manually ☐

Address Line 1\*

21 Windridge

Address Line 2\*

Street no 2

City/Town\*

Harlow

Postcode\*

SS2 9PL

Supporting Documents

Add Supporting Documents

Attachments

Attachment 1.pdf

Attachment 2.pdf

Attachment 3.pdf

Done

# Service Requests

0

1

0

2

New

Luftu Working

Need Customer Attention

Closed

Search By

Priority

Service Request No.

Customer Name

Title

Updated

Service Requests List

Priority	SR No.	Title	Site Details	SR Type	Customer Name	Last Updated Date & Time	Status
H	SR12323378	Clarify Heat Loss Calculation	10 Cowanburn Avenue Hamilton, ML3 7TE	SR Type	Joe Bloggs	04/01/2022 10:00 AM	Luftu Working
M	SR81054321	Clarify Emitter size	7 Cowanburn Avenue Hamilton, ML3 7TE	SR Type	Joe Bloggs	15/12/2021 02:00 PM	Resolved
L	SR12323378	Clarify Heat Loss Calculation	10 Cowanburn Avenue Hamilton, ML3 7TE	SR Type	Joe Bloggs	10/11/2021 05:00 PM	Resolved

<

1

2

3

>

Create a Service Request



# Manage Service Requests

Service Request Summary

Priority

Medium

Status

Luths Working

Job Reference

JR12345678

Site

29 Windyridge  
Hamilton, ML3 7PS

Assigned To

Last Updated

04/01/2022 10:00 AM

Last Updated By

Joe Bloggs

Created

03/01/2022 10:00 AM

Created By

Joe Bloggs

Update Status

Ignore

Attachments

Attachment 1.pdf

Attachment 2.pdf

Attachment 3.pdf

SR 1- Clarify Heat Pump Size

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Semper semper sit risus consectetur. Sed sed malesuada at quis tristique. Aenean venenatis risus nunc donec accumsan, sed.

Add Update

Add Attachment

Close SR

Update from Customer 04/01/2022 10:00 AM

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Semper semper sit risus consectetur. Sed sed malesuada at quis tristique. Aenean venenatis risus nunc donec accumsan, sed.

Update from Luths Staff 03/01/2022 1:00 PM

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Internal Notes 03/01/2022 11:00 AM

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Semper semper sit risus consectetur. Sed sed malesuada at quis tristique. Aenean venenatis risus nunc donec accumsan, sed.

System Update 03/01/2022 10:02 AM

Acknowledgment notification to the customer Acknowledgment notification to the customer Acknowledgment notification to the customer