

Customer Screens

Heat
Pump
Designer.

Login

☒ Remember me

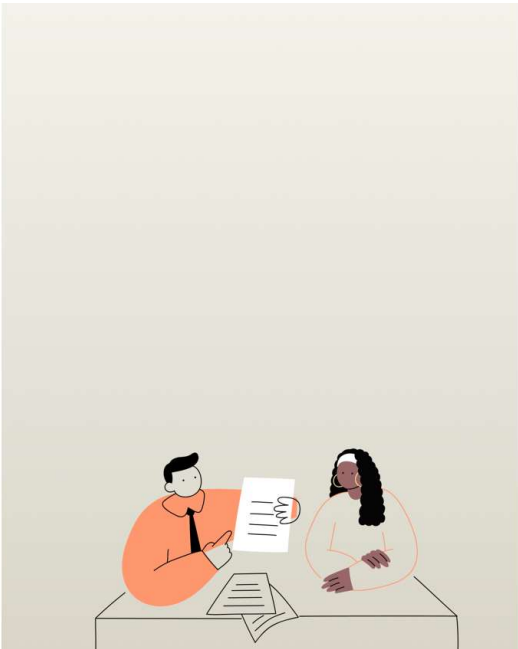
[Forgot password?](#)

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 >



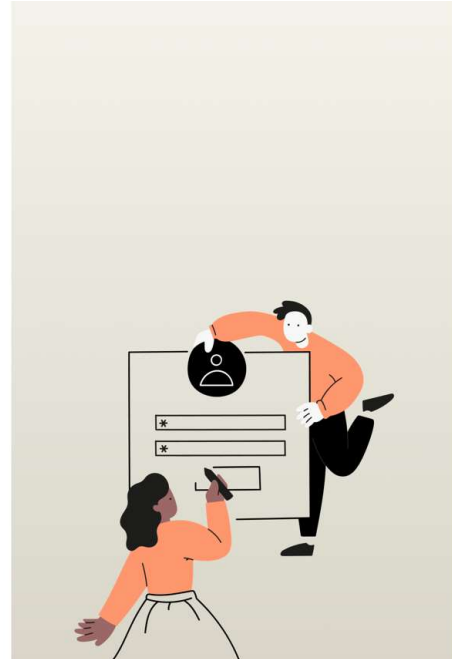


Request a Customer Account



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

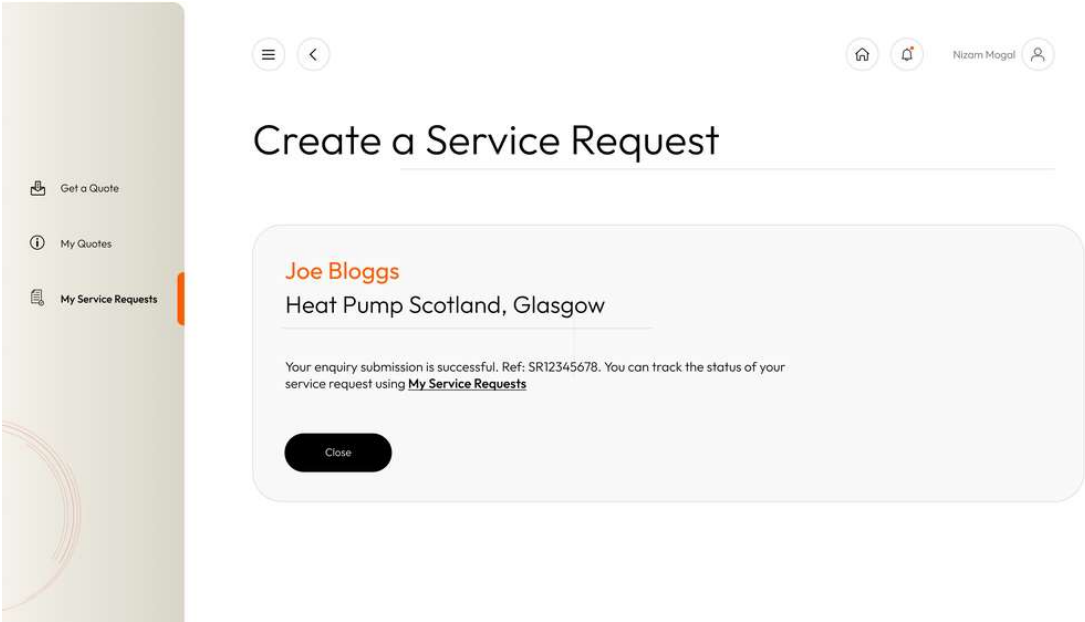
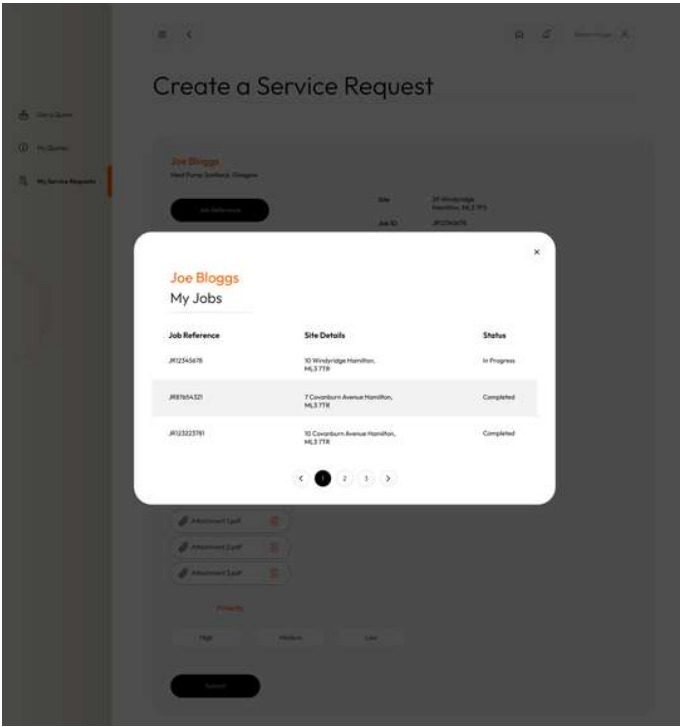
Priority

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

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Add Update

Add Attachment

Close SR



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

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

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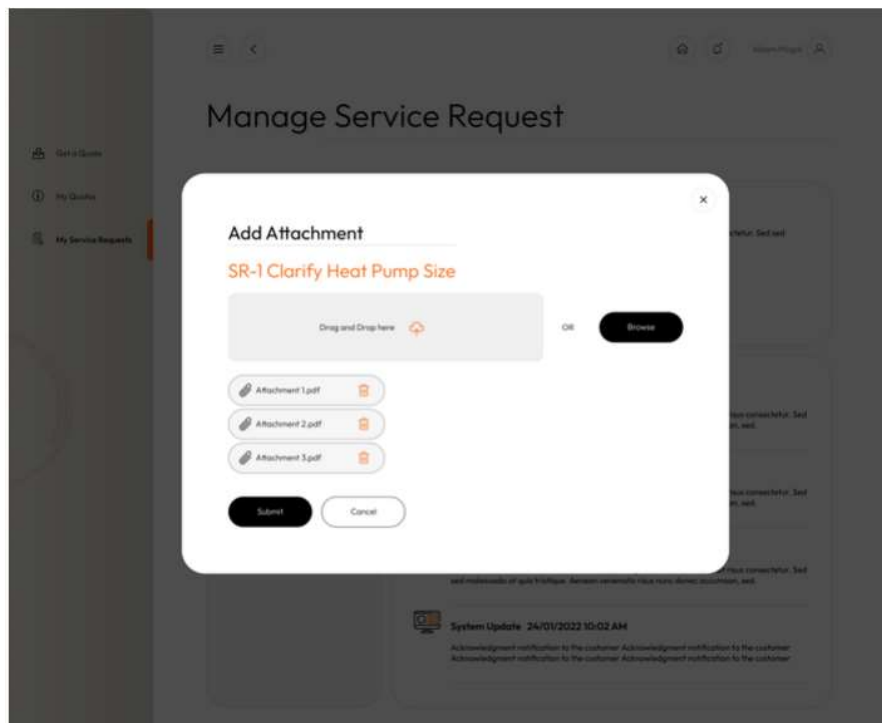
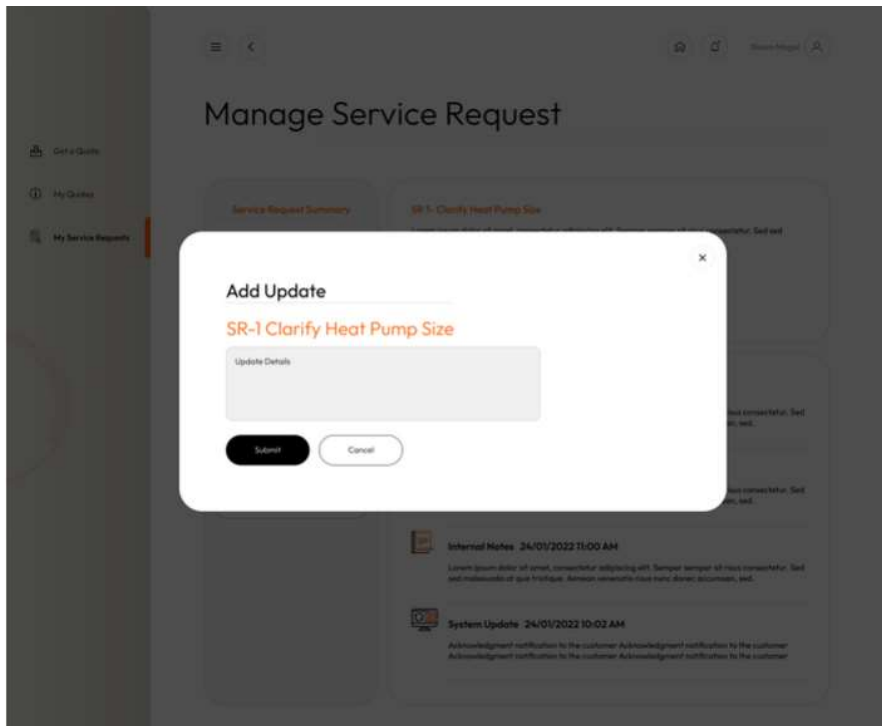
Internal Notes 24/01/2022 11:00 AM

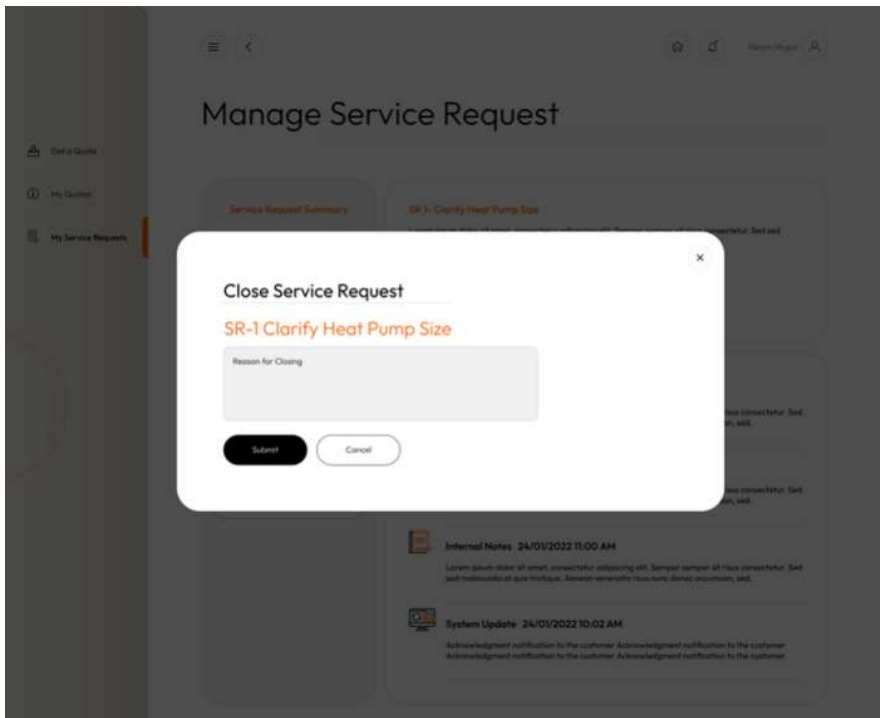
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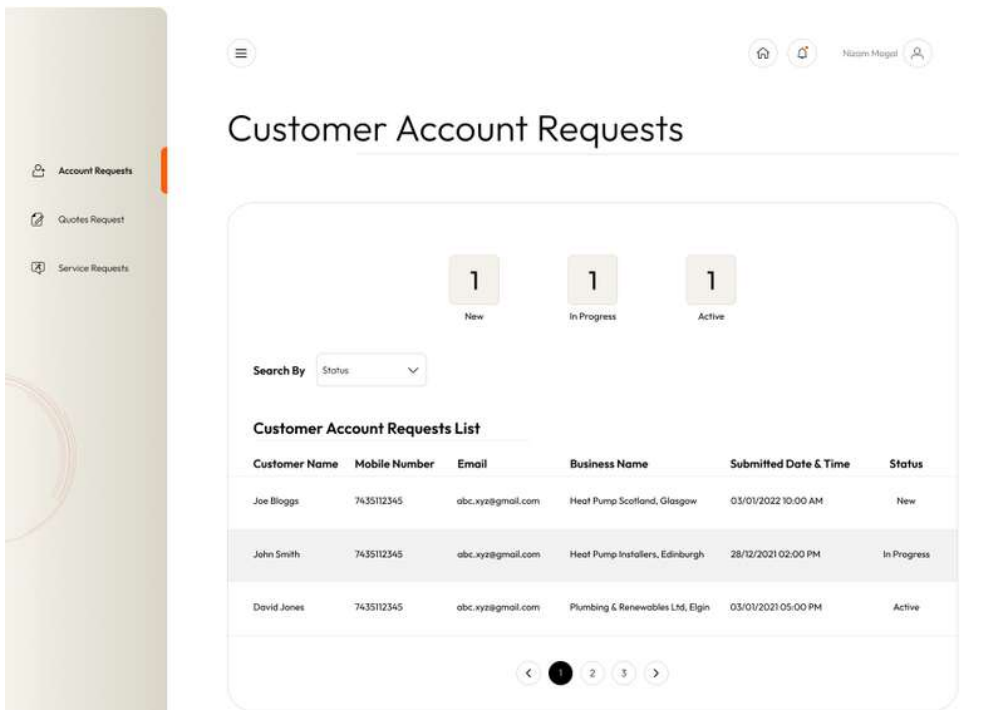
System Update 24/01/2022 10:02 AM

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

Account Request

Customer Request

Service Requests

Joe Bloggs

New Pump Southend, England

New

In Progress

Active

Report

Archive

Customer Contact Details

Full Name*	Joe Bloggs	Company*	XXXXXXXXXX
Email Address*	joe.bloggs@gmail.com	Phone Number*	0123456789

Business Details

Business Registered Name*	New Pump Southend Limited	Business Trade Name*	New Pump Southend
Business Type*	limited company		

Business Address

Full Name*	Joe Bloggs	Enter Address Manually <input type="radio"/>	
Address Line 1*	21 Windyridge	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

Lufts 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	Lufts 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

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Add Update

Add Attachment

Close SR

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

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

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Internal Notes 03/01/2022 11:00 AM

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System Update 03/01/2022 10:02 AM

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