

ROI CRM Process

JUNE 2023

ROI CRM Process



As part of our continued growth and planning strategy within the Stuart Turner Group, we are implementing a revised CRM process within ROI.



Shower Doctors is the appointed and authorised service agent for all ROI.



The revised process will allow us to strengthen our position in key areas on service and repair within ROI marketplace and will also allow all customers and especially Homeowners direct contact with our authorised service agent.



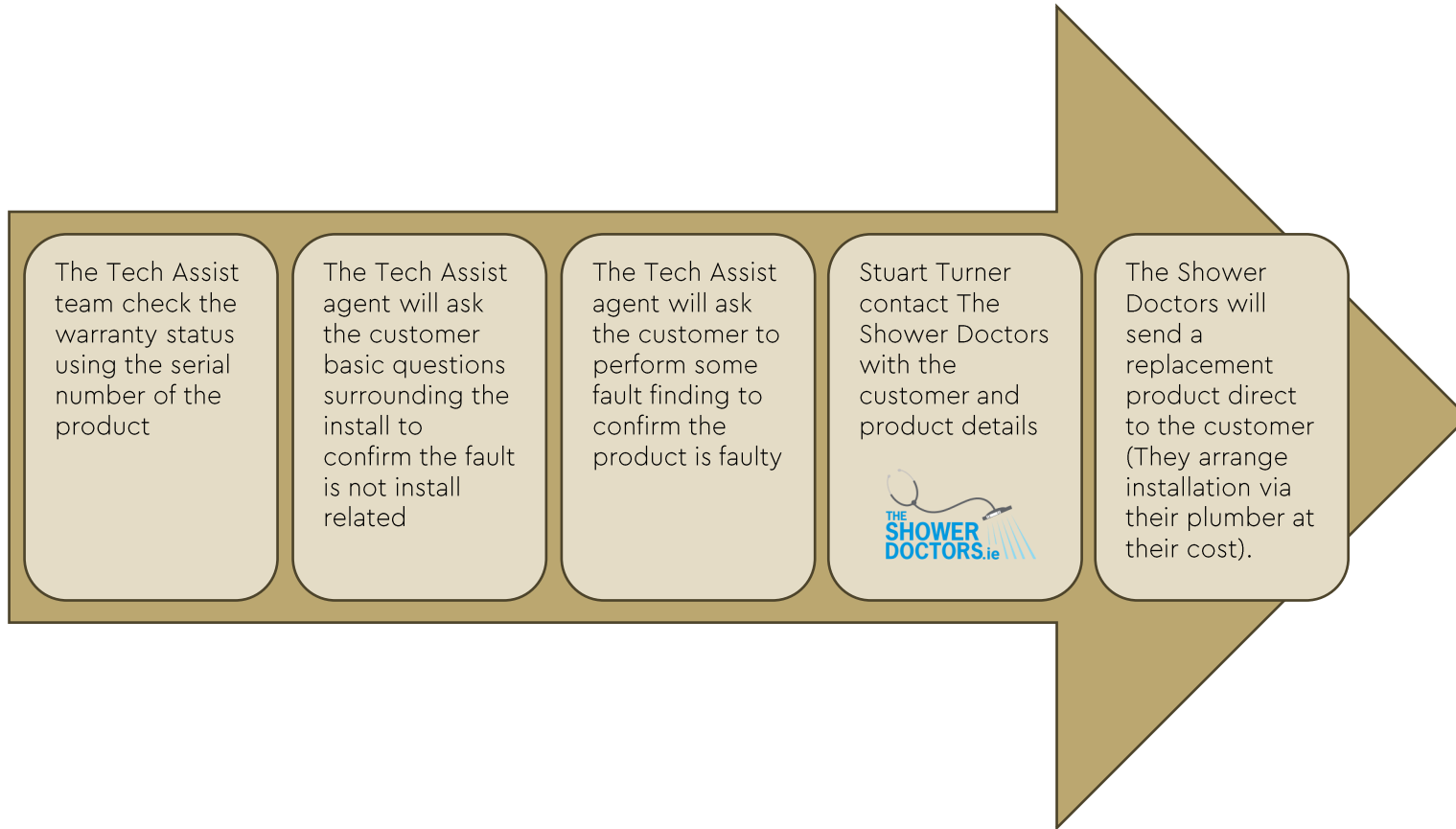
Working with Shower Doctors will help us manage the control of returns, repairs and the process which involves the potential charges for incorrect installations when Service Engineers visit site to find that it is not a pump fault and more of a system failure or any other issue not covered by Manufacturers Warranty.



We have had this process in ROI since November 2020 and have found it to be very worthwhile and have seen an increase in positive feedback from all that have had contact with Shower Doctors directly.

ROI Faulty Product Process

Showermate



ROI Faulty Product Process

Monsoon, VariQ & iTank

Customer contacts Stuart Turner with regards to fault.

The Tech Assist team check the warranty status using the serial number of the product

The Tech Assist agent will ask the customer basic questions surrounding the install to confirm the fault is not install related

The Tech Assist agent will ask the customer to perform some fault finding to confirm the product is faulty

Once the install is deemed correct, a service visit will be arranged (Card details taken in case the job becomes chargeable)

Stuart Turner contact The Shower Doctors and they will contact the customer within 24 hours



The job will be booked in with the customer within 5 days (dependant on the customers availability)

An engineer will attend site and assess the installation and fault. If product fail it will be repaired or replaced.



VariQ

- An issue was identified with a small number of the pressure vessels within the product, this vessel has been swapped for an alternative component.
- Testing procedures have been tightened to ensure 100% functionality of product and vessel before leaving the factory.
- Internal components and fittings have been modified to accommodate the vessel to increase robustness.
- The changes came into effect from October 2022, with the serial number cut-in from 2142781-010 (non-sequential).

Due to the variability of install locations on the VariQ pumps, **we recommend an install hose kit** is purchased with every VariQ pump to help eliminate issues. These can also be purchased separately, offering greater flexibility on connections for retrofits.

VariQ Pump



Product Code: 47322



VariQ Hose Kit (ROI)



Product Code: 29045

A complete hose kit comprising inlet and outlet anti-vibration connection hoses suitable for use with the VariQ pump.

- Includes:
 - Flexible hose 21mm x2
 - G1 to G $\frac{3}{4}$ Brass Adaptor x2
 - O-ring x2
- Reduces vibration between pump and connecting pipework
- Integral Isolation Valves
- 21mm push fit connection to pipework
- [View on the website](#)

ROI Revised CRM Process

Contact Details – ROI

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When you have an issue with a shower, most people are not sure if they should call a plumber to fix a plumbing problem or an electrician to fix an electrical fault.

In some cases, neither can fix the issue, The Shower Doctors bring together the skills of both trades and the expertise to fix all shower makes and models, all over Ireland.

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