

The Checktrade Report

Icarus Electrical & Solar Limited

30 August 2013

Icarus Electrical & Solar Limited



Icarus Electrical and Solar is a local family run business. With over 20 years experience in the electrical industry we offer many services in both electrical and renewable installations.

We are a member of Napit, Part P registered and fully insured. Our customers range from home owners to property developers, small business offices, restaurants, bars and retail shops. We are always happy to discuss your requirements and use our experience and knowledge to advise you on solutions.

Useful Contact Information

Name	Shaun Bolton & Katherine Wratten
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About This Report

Icarus Electrical & Solar Limited are members of the consumer information service Checktrade. Checktrade provide a free, independent service to consumers. We supply you with up-to-date information on trades and service providers, helping you to make informed decisions on whom you employ.

To join, our members are vetted then continuously monitored by feedback from their customers, which we make public. They agree to work to the high Checktrade standard.

We enable our members to print this Report directly from our web site to show you their credentials and customer feedback.

They cannot change or select the vetting details or feedback – this comes unbiased from our database (print quality may vary).

This Report shows the 25 most recent feedback submissions for this member. Their entire feedback history can be read freely at www.checktrade.com/IcarusElectricalSolar If you have any further questions about this Report or member please call us on **0800 028 2294**.

Your Feedback Counts

To date we have received **970,446** feedback submissions from consumers like you. If you decide to employ this member, please add your comments online at www.checktrade.com/IcarusElectricalSolar for the benefit of others. Alternatively, ask them for a customer feedback card and post it back to us free of charge.

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Feedback Summary



What do these Scores Mean?

The **chart** (left) shows this tradesperson's average score out of 10 in four key areas. The numbers are the average of all real customer scores given to this Checkatrade member with nothing left out.

The **overall rating** is the average of all of these scores added together. The **positive feedback rating** shows the percentage of past customers who would recommend this tradesperson.

Specific customer scores are printed from page 4 of this Report onwards.

More about the Trader

Profile

Membership Number: **225048**

Member Since: **27 October 2011**

Total Feedback: **96**

ü **Recommended**

ü **Vetted**

ü **Monitored**

Vetting

Interviewed: **On 5 October 2011**

Limited Company: **Registered as Icarus Electrical & Solar Ltd. No. 7677759**

VAT Registered: **No. 925 3882 03**

Public Liability Insurance: **Current - Verified on 5 November 2012**

Insured by: **Nelson Policies**

Coverage Amount: **2,000,000**

Accreditations: **City and Guilds, Microgeneration Certification Scheme, NAPIT - Part-P Domestic Installer, Renewable Energy Assurance Listed**

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References

Received as part of the vetting process upon application for Checkatrade membership.

Icarus provided a professional service in a timely manner. the job was completed to my satisfaction and beyond - More was achieved than I thought possible. No mess was left and everything works!

Customer in Eastbourne, 27 October 2011

Fitted new light fittings in Kitchen

Efficient, tidy and prompt. Reasonable pricing.

Customer in Eastbourne, 27 October 2011

Installed new circuits and consumer unit with great attention to detail. Professional and hardworking. Tested and safety certificate issued.

Customer in Oxford, 27 October 2011

The Checkatrade Standard

Our trades and services pledge to you, their customers, to:

- § Be honest.
- § Inform you of any call-out fees before attending the work.
- § Be realistic regarding start dates and how long work will take.
- § Return promptly all phone messages that you leave.
- § Keep all appointments booked and be on time. If unable to make original time or date, they will call you to let you know and reschedule where necessary.
- § Let you know immediately if they are unable to carry out estimated work, referring you back to Checkatrade for assistance in finding another tradesperson.
- § Be courteous and respectful to you, your property and your belongings.
- § Keep you notified of all aspects of the work being undertaken.
- § Advise you before commencing any works that generate further costs due to variation from the original contract.
- § Create an additional contract for any variations to the original contract agreement, signed by both parties (you and the tradesperson).
- § Never demand that payments must be cash.
- § Never be threatening, or verbally or physically abusive.
- § Deal with any complaints promptly and professionally.

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Customer Feedback

The **25** most recent feedback submissions from the public for **Icarus Electrical & Solar Limited**. Their entire feedback history can be read freely at www.checkatrade.com/IcarusElectricalSolar.

	Tidiness	Timekeeping	Courtesy	Workmanship	Overall
Hardwiring new cooker and replacing fuse Fast, friendly service. Only a small job, but it was not a problem to this company. Definitely recommend. Customer in Eastbourne, 19 August 2013	10	10	10	10	10
Installation of loft lighting, replacement of dimmer, general advice. Speedy, effective safe and efficient. Ross assessed the job, made sensible suggestions, determined the most effective solution and executed the job quickly and efficiently. All the time he offered clear explanations of the problem as he assessed it, and the way he was solving it. He was also very helpful in reviewing some other electrical issues and offering advice. Customer in Eastbourne, 12 August 2013	9	10	10	10	9.8
Fitting of a loft light. A very pleasant team who arrived on time. They were courteous and professional. The work was completed within the time frame described for it. On completion of the work the loft and hall were left clean and tidy. I would certainly use Icarus Electrical and Solar Limited in the future if I needed further services. Customer in Hornchurch, 12 August 2013	10	10	10	10	10
Solar panels repair. Professional assessment and workmanship to repair bad work	10	9	10	10	9.8



Consumer Hotline: 0800 028 2294

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previously done by others. Customer in Pevensey, 7 August 2013					
Fitting electrical sockets throughout house, internal and external. We're so impressed with Shaun, Ross and Nick's work. They're really nice guys, who all worked fast and efficiently. They're reliable and impressively clean and tidy. There was minimal disruption and we were happy to leave them in the house alone. They were also patient as we decided exactly what we wanted. Could not have asked for more! Customer in Eastbourne, 22 July 2013	10	10	10	10	10
Supply electricity to garage. A very tidy and professional job. I would definitely recommend this company. Customer in Eastbourne, 19 July 2013	10	10	10	10	10
Re wiring/ fuse box/socket of our community drop in. Shaun and his colleague were always true to their word re timing, cost, finishing time etc. They were prompt in responding to our needs and very courteous and polite. Old town community church says "thank you!". Customer in Eastbourne, 8 July 2013	10	10	10	10	10
Cooker new circuit, new socket, cooker installation. Nice reliable team. Job well done. Thank you guys! Customer in Eastbourne, 19 June 2013	10	10	10	10	10
Installation of garden lights and sockets. Very, very good. On time on budget. Efficiently installed with a minimum of fuss and a great result. Customer in Eastbourne, 18 June 2013	10	10	10	10	10
Kitchen re-wiring and replaced consumer unit. Fantastic quality of work and service throughout the installation.	10	10	10	10	10

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Customer in Eastbourne, 11 June 2013					
Electric power point extended to another position. Efficient service, cheerfully carried out-by Ross. Customer in Eastbourne, 29 May 2013	10	10	10	10	10
Pat testing. Prompt service at short notice, thank you. Customer in Pevensey, 29 May 2013		10	10	10	10
Complete rewiring of 2-bed bungalow. Rewiring is by its nature highly disruptive so having it done will not be an enjoyable experience but Shaun and his two electricians, Ross and Jack, made it as stress-free as it was ever going to be, making sure enough light and power was available overnight and being patient when I changed my mind several times about the location of sockets. The job was finished within the timescale originally suggested and at the cost estimated. I can't fault the overall performance and would recommend Icarus to anyone. Customer in Brighton, 10 May 2013	10	10	10	10	10
Repair leak on roof Positive, courteous and efficient. Customer in Bexhill-on-Sea, 9 May 2013	10	10	10	10	10
Solar system service and leak on heat exchange pipe. Excellent in all aspects! Customer in Hailsham, 9 May 2013	10	10	10	10	10
Full rewire and general work Absolutely 1st class work such a lovely workers and so professional. Clean and tidy and always punctual. Customer in Bexhill-on-Sea, 8 May 2013	10	10	10	10	10



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<p>Installation of bathroom fan with isolation switch and new fuse box.</p> <p>I am very pleased with the work Ross carried out. He was tidy, punctual and professional. The contact I had with all the members of the team including Katherine and Shawn was polite, friendly and honest. I shall be using their services for future home improvements. Thank you.</p> <p>Customer in Polegate, 6 May 2013</p>	10	10	10	10	10
<p>Check inventar and repair or renew as necessary.</p> <p>I would recommend this company.</p> <p>Customer in Seaford, 24 April 2013</p>	10	10	10	10	10
<p>Replaced 3 pendant lights.</p> <p>I found this company extremely friendly and efficient, keeping me informed of when they were coming and also was billed promptly. The work was well done.</p> <p>Customer in Norwich, 22 April 2013</p>	10	10	10	10	10
<p>Fix wiring to 2 way light switch and light.</p> <p>Extremely reliable, flexible in coming out and done the job which was fixing some messy wiring. Now works better than before. Very happy and would recommend to anyone.</p> <p>Customer in Eastbourne, 18 April 2013</p>	10	10	10	10	10
<p>Moving power points.</p> <p>Excellent workmanship, very reliable timekeeping and fast communication. Was given a maximum price for the job dependant on how much hidden work needed doing. When job was finished much of the extra work was not needed and the price was way below the maximum quoted. Highly recommended.</p> <p>Customer in Eastbourne, 16 April 2013</p>	10	10	10	10	10
<p>Change RCD.</p> <p>I explained to Shaun that I had no electricity and he responded</p>	10	10	10	10	10

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<p>very quickly - came round within an hour! After a few tests, he identified the problem very quickly and the work was carried out very professionally. I would highly recommend this company to anyone.</p> <p>Customer in Eastbourne, 12 April 2013</p>					
<p>Two new ceiling lights fitted.</p> <p>Ross was very efficient and tidy. Good job all round. Thanks.</p> <p>Customer in Eastbourne, 26 March 2013</p>	10	10	10	10	10
<p>New consumer unit, rewiring of kitchen, wiring in new cooker.</p> <p>Shaun responded extremely quickly to a serious problem. He understood our instructions and completed the work to a very high standard and within the budget restraints discussed. Excellent service! Would definitely use again and recommend to anyone. Thanks Shaun for all your help and advice.</p> <p>Customer in Eastbourne, 18 March 2013</p>	10	10	10	10	10
<p>New consumer unit/rewiring of kitchen, rewiring of cooker.</p> <p>Excellent friendly service! Shaun is very reliable and very helpful. Professional job done! Would be very happy to use again and to recommend to others. Kept to within the budget restraints. Thanks Shaun.</p> <p>Customer in Eastbourne, 18 March 2013</p>	10	10	10	10	10
Date joined Checktrade		27 October 2011			
Total amount of customer feedback		96			
Date of last feedback		23 August 2013			
Number in the last 6 months		30 feedback averaging 10			
Average Score		9.9			

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Customer Checklist

- ü **Read** through this Report carefully
- ü **Call** our Consumer Hotline on **0800 028 2294** or visit our web site at **www.checkatrade.com** if you want to confirm that the information in this Report is genuine.
- ü If you employ them, ask them for a feedback card that you can post back to us free of charge or please add your feedback for this member online at **www.checkatrade.com/IcarusElectricalSolar**.
- ü Next time you need some work doing, go straight to our web site **www.checkatrade.com** to find thousands of reputable tradespersons.