

SPECFLUE

Services

Quality products, exceptional service

Specflue stands out by offering exceptional customer support and services, ensuring success and satisfaction. We provide expert advice on a wide product portfolio, both domestic and commercial, adhering to current regulations and best practices.



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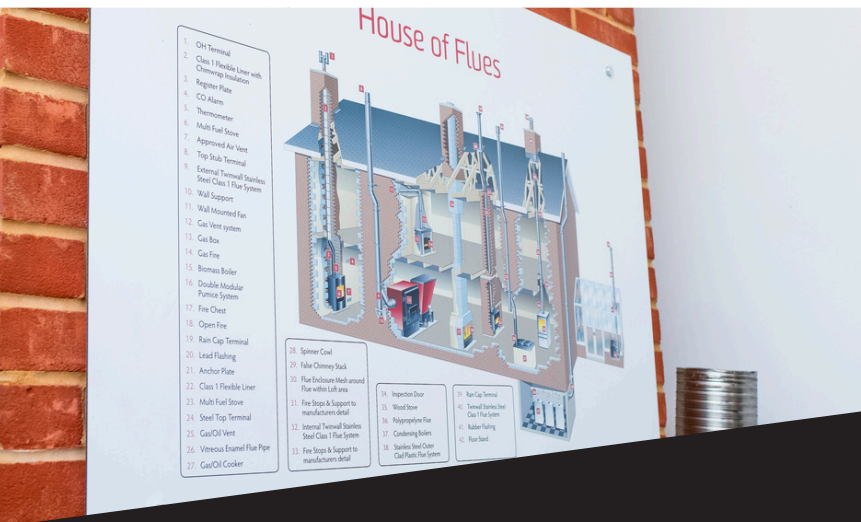
Comprehensive Support for Business Operations

We support daily business functions with expert advice on our extensive product portfolio, covering both domestic and commercial applications. This guidance is aligned with current building regulations, British and European standards, and best practices from industry leaders like HETAS and SIA. Specflue has one of the highest stock levels in the UK market ensuring you have what you need, when you need it.



Technical Expertise and Guidance

Our experienced and long serving team provides detailed advice on manufacturers' installation instructions and offers technical and regulatory opinions on new components and product ranges. We assist with estimates and material take-offs based on customer inquiries, ensuring precise and cost-effective solutions. All of our teams undertake regular training on all product ranges and regulations.



Advanced System Design Solutions

We offer system design advice for fireplaces, stoves, and single and modular system headers. Using advanced software such as Kesa Aladin and Exodraft, we ensure optimal system performance, fan selections, and controls. For added precision, we provide installation and component drawings upon request, using AutoCAD and light software.



Specialisation in MCZ Products

As the UK's leading importer and first point of contact for MCZ pellet boilers and stove appliances, we specialise in sales, parts, and backup support. This focus on MCZ products ensures our customers receive expert advice and support for these high-quality appliances.



Dedicated Area Sales Managers throughout the UK

Our Area Sales Managers offer personalised support across regions, ensuring product expertise and alignment with customer needs. Our friendly team are on hand to provide on-site support with experience in design, specification and education. Contact us to find out who is your local representative.



Customer Digital Tools

With access to our online trade portal, placing orders has never been easier. Order at your convenience twenty four hours a day and get access to online exclusive deals and products! With new apps being developed and online product builders, we continue to expand our range of online services to make life easier for our customers.



Logistics and Distribution

Our efficient logistics team ensures timely and accurate delivery of products nationwide. We offer streamlined order processing and real-time tracking, guaranteeing that our customers receive their complete orders as expected. With our own fleet of vehicles, our nationwide reach means Specflue are one of the leading distributors in the UK.



Product warranties

We provide robust warranties across our product range, offering peace of mind with reliable coverage. Our warranty support includes expert assistance with claims and guidance on maintaining products to industry standards, ensuring long-term customer satisfaction and product performance.

SPECFLUE

Looking after you and your flue

**Providing exceptional customer
service since 1992**

"As a team, we pride ourselves on going the extra mile for our customers.

Our commitment is to not just meet but exceed their expectations at every interaction.

Whether it's providing expert advice, resolving issues swiftly, or ensuring our customers feel supported throughout their journey with us, we are dedicated to delivering unparalleled service.

It's this dedication that sets us apart and drives our passion for what we do every day."

Sara Sharpe

Internal Sales Manager





SPECFLUE

Specflue loyalty scheme

Speak to our team today to sign up for our FREE loyalty scheme!

- Discounts on orders
- Discounts on training courses
- Gift vouchers
- Access to exclusive offers and deals

Showrooms & Product samples

Visit a branch near you!

- Branches in England and Scotland with plans to expand
- Display models of our latest product releases
- Product samples available upon request
- Product demos and training available upon request
- Installer forums to get feedback and ideas



Looking after you and your flue

COMING SOON!



National Chimney Academy

IGNITE YOUR CAREER

“THE NCA WILL OFFER **THE BEST TRAINERS IN THE UK** FOR FULLY COMPLIANT HETAS TRAINING COURSES.

COMING SOON WITH OUR **NEW NORTHERN AND SOUTHERN LOCATIONS**”

JENNA COX

NCA MANAGER



SUBSCRIBE TO
OUR MAILING
LIST

COMING SOON!

MCZ

Better for your home
Better for the planet

core

The new Core technology gives our customers access to the **most efficient stoves on the market.**

Reducing electricity consumption and emissions by up to **55% below the European Ecodesign standards.**

**JOIN THE ECOLOGICAL
REVOLUTION**



SPECFLUE

Need our services? Sign into your [online trade account](#) for full details!



WE'RE HERE
TO HELP



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