

PLUMBEROS

Feature List

A complete website and office system for UK plumbing and heating firms. Wins the job on the phone screen, books it into the diary, and reminds the customer to come back next year. One purchase, installed on your own hosting, no monthly fee.

150+

ready-made pages that rank for local plumbing searches

3

ways to convert: call back, 3-step quote, real-time booking

60s

on-screen boiler price from five questions

0

developers needed to edit any word, price or page

Version 0.8 · Screenshots are from the demo site with sample data · All features listed are included in the standard product

Contents

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1. Who it is for

PlumberOS is built for owner-run plumbing, heating and gas businesses with one to ten engineers. It assumes you have a phone number, a Gas Safe registration, a handful of good reviews and no time to learn web design. Every page is written for the way people actually search for a plumber: in a hurry, on a phone, comparing three firms, and wanting a price and a time before they call.

The product is a single purchase. You install it on ordinary cPanel hosting, enter your business details in a guided setup, and the whole site, including the legal pages, rewrites itself around you. There is no subscription, no page limit and nothing that stops working if you never log in again.

For the customer

A fast, trustworthy site that answers "are you open, are you near me, what will it cost, when can you come" and lets them act on the answer with one tap.

For you

Every enquiry, booking and reminder in one admin area. No more diary in the van, no more forgotten CP12 renewals, no more paying someone to change a price.

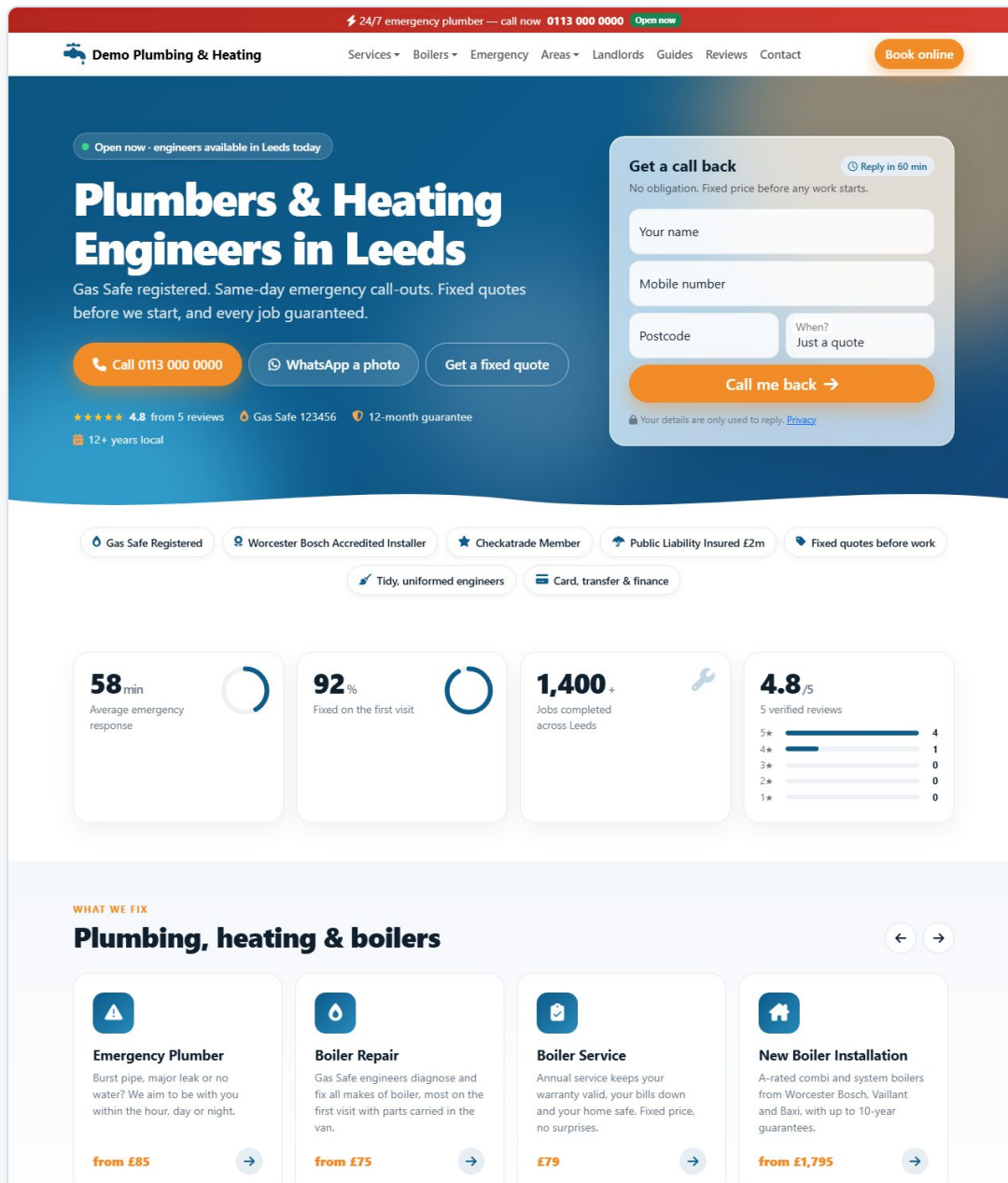
2. The features that win work

HOMEPAGE

A homepage designed to convert, not just to look nice

The first screen does the selling: a call-back form sits beside the headline, an "Open now" badge is calculated live from your opening hours, and your Gas Safe number, review score and guarantee are visible before anyone scrolls. Below it, a trust bar of your accreditations, animated stats you control, a swipeable service slider with "from" prices, your reviews, the areas you cover and a closing call to action.

Why it matters: most visitors decide within seconds whether to call. Putting the phone number, the form, the proof and the price on the first screen turns lookers into enquiries instead of sending them back to Google.



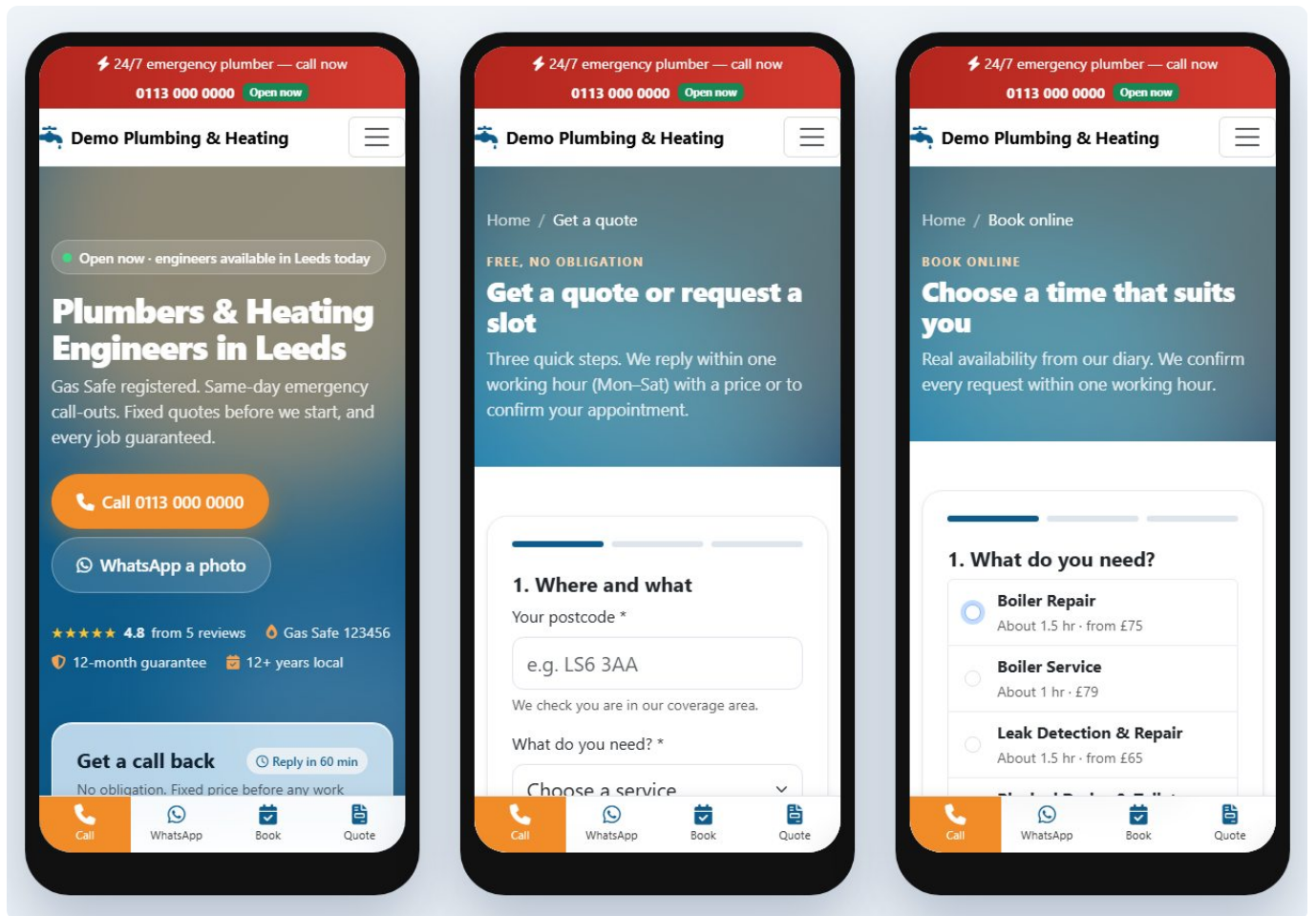
Homepage: call-back form, open-now badge, trust bar, live stats and the service slider.

MOBILE FIRST

Built for the phone in the customer's hand

Well over half of plumbing searches happen on a phone, usually with a problem in progress. Every page has a sticky bar with Call, WhatsApp, Book and Quote, so the next step is always one thumb away. Forms use large fields, postcode first, and the camera can be used to attach photos of the fault.

Why it matters: a customer with water on the floor will not hunt for a contact page. A WhatsApp button that opens a chat with a photo of the leak is the fastest enquiry you can get, and it costs you nothing.



Homepage, three-step quote and online booking on a phone, with the sticky action bar.

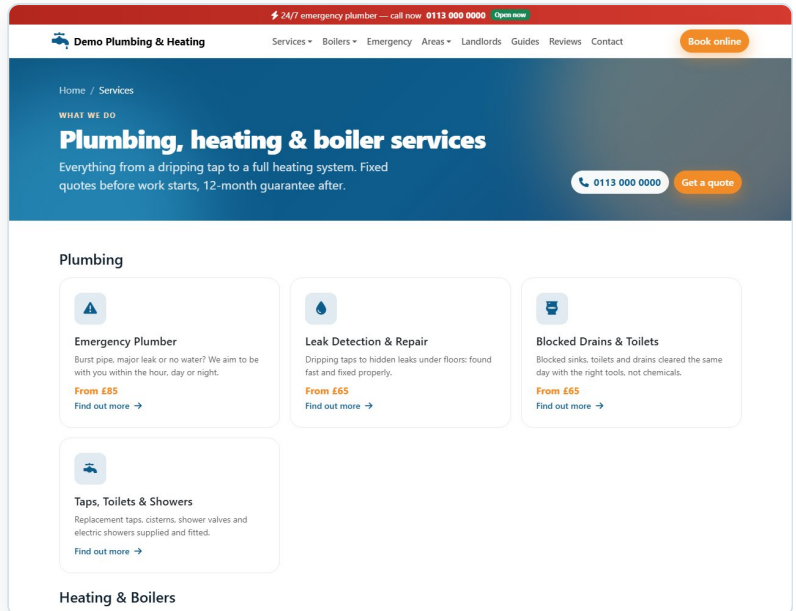
ENQUIRIES

Three-step quote with photo attachments

Postcode first, so you only get enquiries from your coverage area. Then the service and urgency, then contact details and a preferred day. Up to five photos can be attached; they are shrunk in the browser so they upload in seconds on mobile data and are stored privately for your eyes only.

Every enquiry emails you, texts you if it is urgent, and sends the customer an acknowledgement so they stop ringing round. Spam is blocked silently with a honeypot and timing check, no captcha for real customers to fight.

Why it matters: a photo of the boiler display or the leak lets you quote or bring the right part on the first visit. Fewer wasted trips, faster quotes, and customers who feel dealt with.



Every service has its own page with a "from" price, FAQs and a quote button; the quote form pre-selects the service.

ONLINE BOOKING

Real appointments from your real diary

Customers pick a service, see genuine free slots, and book. Availability is worked out from each engineer's working hours, existing jobs, travel buffer, days off, minimum notice, a same-day cut-off and a maximum number of jobs per day. The job is assigned to the least-loaded free engineer, confirmed by email and text, and appears in the admin diary and in each engineer's phone calendar.

Why it matters: bookings arrive while you are under a sink or asleep. A customer who has a confirmed time on a Sunday night does not phone your competitor on Monday morning. You choose whether bookings confirm instantly or wait for your approval.

24/7 emergency plumber — call now 0113 000 0000

Open now

 Demo Plumbing & Heating

Services ▾ Boilers ▾ Emergency Areas ▾ Landlords Guides Reviews Contact

Book online

Home / Book online

BOOK ONLINE

Choose a time that suits you

Real availability from our diary. We confirm every request within one working hour.

1. What do you need?

☒ Boiler Repair

About 1.5 hr · from £75

☐ Boiler Service

About 1 hr · £79

☐ Leak Detection & Repair

About 1.5 hr · from £65

☐ Blocked Drains & Toilets

About 1.5 hr · from £65

☐ Taps, Toilets & Showers

About 1 hr

☐ Landlord Gas Safety Certificate (CP12)

About 1 hr · £65

Emergency? Do not wait for a slot: call [0113 000 0000](tel:0113-000-0000).

Choose a day

Booking step one. Installs and emergencies are excluded by default so they still go through a quote or a phone call.

BOILER SALES

A new boiler price on screen in 60 seconds

Five questions (home type, bathrooms, current system, boiler position, age), a choice of brand and extras, then a price range and a monthly finance figure, on screen, with no callback needed. The range is built from the "installed from" prices and uplifts you set in Settings, so it is your pricing, not a national average. The answers and the range arrive with you as a lead, and the customer gets the breakdown by email.

Why it matters: people replacing a boiler visit several sites and most will not phone for a price. Showing a credible figure immediately is the single biggest lever for winning £2,000 to £4,000 install jobs.

Your boiler price in 60 seconds

Five quick questions, then a real price range on screen, no callback needed. We confirm a fixed figure after a free survey.

1. What type of home?

☐ Flat

☐ Terraced house

☐ Semi-detached

☐ Detached

Next

SEARCH ENGINE TRAFFIC

A library of pages that rank for what people actually type

The demo ships with more than 150 pages: a page for every service, every area, every service in every area ("boiler repair in Headingley"), emergency pages per area, boiler brand pages, a searchable fault-code library, how-to guides, landlords, care plans, finance, gallery, careers, reviews and FAQs. Each page carries the structured data Google expects (LocalBusiness, Service, FAQ, HowTo, Article, Breadcrumb) so your listing can show star ratings and rich snippets.

Why it matters: "Vaillant F22" or "Worcester EA fault code" is typed by someone with a broken boiler tonight. A page that explains the code, says what is safe to try, and ends with your phone number is the cheapest emergency lead you will ever get.

[Home](#) / [Boiler fault codes](#)

BOILER FAULT CODES

What does my boiler error code mean?

Type your code below. Each page explains the meaning, what is safe to try yourself, and when to stop and call a Gas Safe engineer.

 0113 000 0000

[Get a quote](#)

Search e.g. F22, EA, E133

All brands

Worcester Bosch 5

Vaillant 5

Baxi 4

Ideal 5

Viessmann 2

Glow-worm 2

Worcester Bosch	A1	Pump running dry (A1 / 281)	warning
Worcester Bosch	C6	Fan speed fault (C6 / 215)	warning
Worcester Bosch	CE	Low water pressure (CE / 207)	info
Worcester Bosch	E9	Overheat lockout (E9 / 224)	serious
Worcester Bosch	EA	No flame detected (EA / 227)	serious
Vaillant	F22	Low water pressure (dry fire protection)	info
Vaillant	F28	Ignition failure on start-up	serious
Vaillant	F29	Flame loss during operation	serious
Vaillant	F62	Gas valve shut-off delay	serious

The fault-code library with live search and severity badges. Each code has its own page with FAQ and HowTo markup.

GUIDES AND BRANDS

Content that builds trust before the call

Eight how-to guides ship in the demo and you can add unlimited more from admin, organised into categories. Six boiler brand pages describe the ranges you fit, with your own "installed from" prices. Guides link to the relevant service and to the quote form, so helpful content turns into enquiries.

Why it matters: Google rewards sites that answer questions, and customers trust firms that explain things plainly. A guide on repressurising a boiler brings in readers who will call you when the next fault is not that simple.

**Demco Plumbing & Heating**

Services • Boilers • Emergency Areas • Landlords Guides Reviews Contact

Book online

Home / Guides

GUIDES

Plumbing & heating guides

Straight answers from the engineers who fix this stuff every day. If a guide does not solve it, call us and we will.

[0113 000 0000](#) [Get a quote](#)

AllBoilers & heating 4Plumbing problems 2Landlords 1Costs & prices 1

Costs & prices - 5 May 2026

Plumber call-out charges in the UK: what is fair in 2026

Call-out fees, hourly rates and emergency premiums explained, so you know what a fair quote looks like before you pick up the phone.

[Read guide →](#)

Landlords - 16 Apr 2026

Landlord gas safety certificate (CP12): the complete 2026 guide

What a CP12 covers, when it is due, what it costs, and the penalties for getting it wrong.

[Read guide →](#)

Plumbing problems - 2 Apr 2026

Blocked toilet or sink? What works, what makes it worse

Skip the caustic chemicals. These are the methods we actually use, in order, and the point at which it is cheaper to call a plumber.

[Read guide →](#)

Plumbing problems - 19 Mar 2026

How to find a hidden water leak in your home

Damp patches, a dripping boiler gauge or a high water bill can all point to a hidden leak. These checks narrow it down before you call anyone.

[Read guide →](#)

Boilers & heating - 3 Mar 2026

How often should a boiler be serviced, and what actually happens?

A boiler service is not just a visual check. Here is what a proper annual service includes and why skipping it can cost you the warranty.

[Read guide →](#)

Boilers & heating - 10 Feb 2026

New boiler cost in 2026: real UK prices explained

What a new combi, system or heat-only boiler costs installed in 2026, what changes the price, and how to compare quotes fairly.

[Read guide →](#)

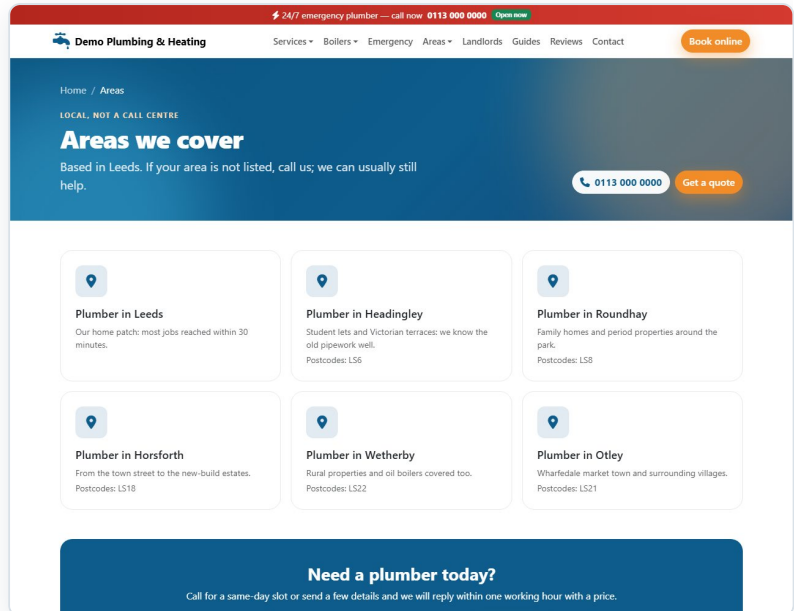
Guides index with categories. Each guide is published with Article schema.

LOCAL PAGES

A page for every town and suburb you cover

Add an area in admin and the site creates "Plumber in {Town}", "Emergency plumber in {Town}" and a page for each service in that area, each with unique local copy, your reviews and the right schema. Postcode checking on the quote form uses the same list.

Why it matters: local searches are won by pages that name the place. Ten areas and twelve services is over 130 targeted pages, none of which you have to write.



Areas index. Every area page lists the services offered there and links to the emergency page for that area.

EMERGENCY WORK

Emergency pages that get the call

A dedicated emergency page, plus one per area, with the phone number repeated, the response promise, what to do right now (stop tap, gas smell, no heating) and a WhatsApp photo option. The red emergency strip at the top of every page shows "Open now" or "Closed, leave a message" from your real hours.

Why it matters: emergency work is the best-paid work. These pages are written for panic: short, decisive and with the phone number everywhere.

[Home](#) / [Emergency plumber](#)

EMERGENCY CALL-OUTS 24 HOURS A DAY, 7 DAYS A WEEK.

24/7 Emergency Plumber in Leeds

Burst pipe, major leak, no hot water or heating in winter? We aim to be with you in Leeds within 58 minutes on average, day or night.

 [Call 0113 000 0000 now](#)

What counts as an emergency?

- Burst or leaking pipes you cannot isolate
- Water coming through a ceiling or near electrics
- No heating or hot water with vulnerable people in the home
- Blocked toilet in a one-toilet home
- Boiler showing a fault code and locked out

While you wait

1. Turn off the mains stopcock (usually under the kitchen sink).
2. Switch off the boiler at the fused spur.
3. Move furniture and electricals away from the water.
4. Catch drips in a bucket; pierce a bulging ceiling to release water safely.

Smell gas? Do not use switches or naked flames. Open windows, leave the property and call the National Gas Emergency Service on [0800 111 999](#) first.

Emergency call-out charges

Out-of-hours call-outs have a fixed charge of £65, agreed on the phone before we set off. Any further work is quoted before it starts.

Emergency services

 [Emergency Plumber](#)

 Gas Safe Registered No. 123456

 Worcester Bosch Accredited Installer

★ 4.8/5 from 5 reviews

 12+ years in business

 12-month guarantee

 £2,000,000 insured

The emergency page. The same layout exists for each area you cover.

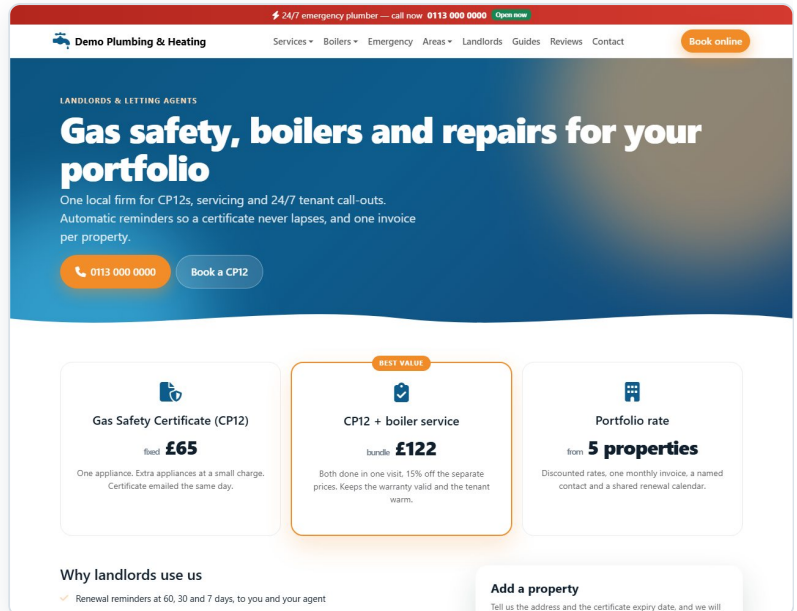
LANDLORDS

A landlords hub that books CP12s and brings them back yearly

A page aimed at landlords and letting agents: gas safety certificate pricing, a CP12 plus service bundle, a portfolio rate, and an "add a property" form that records the tenant, the address and the certificate expiry. From then on the reminders engine chases the renewal automatically at 60, 30 and 7 days.

The legal wording (Section 21 in England and Wales, the Repairing Standard in Scotland, the NI regulations) follows the jurisdiction you choose in Settings.

Why it matters: one landlord with six flats is six CP12s a year, six services and every tenant call-out. Landlords choose the firm that stops them forgetting a certificate.



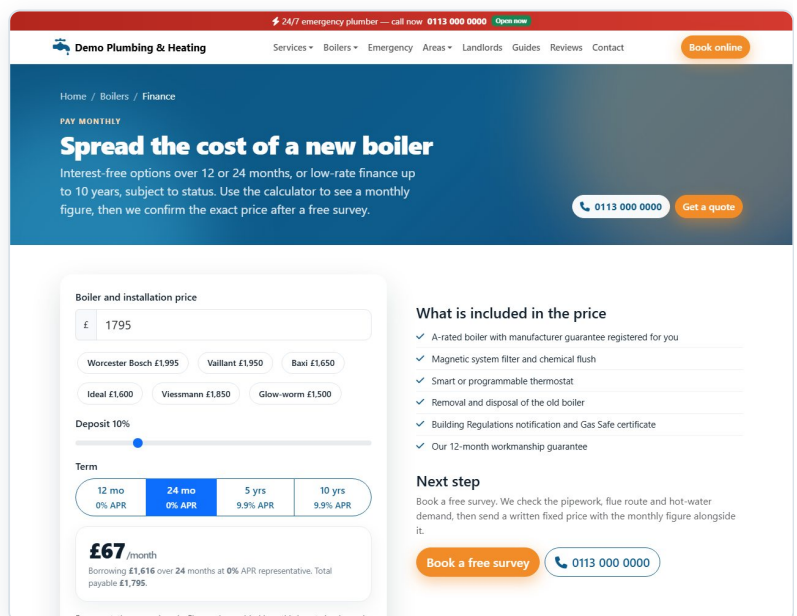
Landlords hub with the CP12 bundle and portfolio rate. Prices are editable in Settings.

FINANCE AND CARE PLANS

Spread the cost, and sell the annual plan

The finance page has a monthly-payment calculator driven by the APR, terms and deposit you set, and the same figures appear on the boiler quote. Care plan tiers (name, price, what is included) are edited in admin and shown on the care plans page with a sign-up form. Members are flagged on their customer record and get a renewal reminder.

Why it matters: a £2,800 boiler is easier to say yes to at £49 a month, and a care plan turns a one-off repair into recurring income.



Finance page with the monthly payment calculator.

3. The features that run the office

DASHBOARD

One screen that says what needs doing today

Jobs today, bookings waiting for confirmation, new leads, leads and wins this month, and your published reviews. Compliance checks warn when something is missing that would cost you credibility or a fine: Gas Safe number, company registration details, VAT number, an accreditation about to expire, or a legal page that is out of date.

Why it matters: the admin area is designed to be opened once in the morning and once at night. Everything urgent is on that first screen.

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Dashboard

No analytics ID set; cookie banner still shows but nothing is tracked.

The install/ folder still exists on the server. Delete it once you are happy.

1Jobs today

2Bookings to confirm

2New leads

7Leads this month

2Won this month

5Published reviews

Recent leads

All leads

When	Name	Service	Urgency	Status
11 Sep 15:04	Sample Customer 07700 900123	Boiler Service	this_week	won
11 Sep 14:49	Tom Ashworth 07700 900201	Boiler Repair	today	new
11 Sep 12:29	Hannah Ellis 07700 900202	Leak Detection & Repair	Emergency	contacted
11 Sep 10:29	Alison Grey 07700 900204	Landlord Gas Safety Certificate (CP12)	this_week	new
10 Sep 15:29	Mark Peters 07700 900203	New Boiler Installation	flexible	quoted

Dashboard with today's numbers, compliance warnings and recent leads.

DIARY

The bookings diary, per engineer, on any device

Next 7 days, today, awaiting confirmation and past. Each job shows the engineer's colour, the customer, the address and the status. Confirm, cancel, reassign, move or complete a job in one click; confirming and cancelling notify the customer automatically, and completing a job marks the lead as won and queues a review request. Add manual bookings from a phone call or straight from a lead. Every engineer gets a private calendar feed for Google, Apple or Outlook, and there is one for the whole business.

Why it matters: the diary lives where the bookings arrive. An engineer sees tomorrow's jobs on their own phone calendar without you sending a text.

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Bookings

Next 7 daysTodayAwaiting confirmation2Past

Friday 11 September 2026 · 1 job

14:00to 15:30

Sam Taylor

Boiler Repair
Tom Ashworth · 07700 900201

14 Cardigan Road LS6 2AB

confirmed

Monday 14 September 2026 · 4 jobs

00:00to 01:00

Alex Morgan

Boiler Service
Priya K. · 07700 900123

4 Park Lane, Horsforth LS18 4AA

confirmed

00:00to 01:00

Sam Taylor

Landlord Gas Safety Certificate (CP12)
Alison Grey · 07700 900204

Flat 2, 9 Town Street LS18 4AA

requested

00:00to 01:30

Alex Morgan

Leak Detection & Repair
Hannah Ellis · 07700 900202

22 Chapel Allerton Rd LS7 3QP

confirmed

09:00to 10:30

Sam Taylor

Blocked Drains & Toilets
Owen Clarke · 07700 900207

5 Beech Grove LS11 8AQ

confirmed

Tuesday 15 September 2026 · 1 job

11:30to 12:30

Alex Morgan

Taps, Toilets & Showers
Grace Lam · 07700 900208

31 Ash Road LS15 7NB

requested

Bookings diary. Engineers are colour coded and "requested" jobs wait for your approval.

LEADS

A leads inbox with a pipeline, not just an email trail

Every call-back, quote request, booking and boiler quote lands in one list with urgency, source and status: new, contacted, quoted, won, lost. Open a lead to see the message and photos, tap to call or WhatsApp, add notes, book the job into the diary, or convert the lead into a customer record with a property and appliance so reminders can start. Export everything to CSV.

Why it matters: you can see at a glance which enquiries have not been answered and which quotes are waiting. Quoted-but-not-won is where most firms lose money.

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Leads

All
New 2
Contacted 1
Quoted 1
Won 2
Lost 1

When	Name	Contact	Postcode	Service	Urgency	Source	Status
11 Sep 2026 15:04	Sample Customer	07700 900123 sample@example.com	LS6 3AA	Boiler Service	this week	quote	won
11 Sep 2026 14:49	Tom Ashworth	07700 900201 tom@example.com	LS6 2AB	Boiler Repair	today	quote	new
11 Sep 2026 12:29	Hannah Ellis	07700 900202 hannah@example.com	LS7 3QP	Leak Detection & Repair	Emergency	callback	contacted
11 Sep 2026 10:29	Alison Grey landlord	07700 900204 alison@example.com	LS18 4AA	Landlord Gas Safety Certificate (CP12)	this week	quote	new
10 Sep 2026 15:29	Mark Peters	07700 900203 mark@example.com	LS16 5DR	New Boiler Installation	flexible	quote	quoted
8 Sep 2026 15:29	Jamie Fox	07700 900205 jamie@example.com	LS12 1RT	Taps, Toilets & Showers	this week	quote	won
5 Sep 2026 15:29	Rita Osei	07700 900206 rita@example.com	LS8 2HP	Boiler Service	flexible	quote	lost

Leads inbox filtered by status. Emergencies are highlighted; landlords are tagged.

LEAD DETAIL

Everything about the enquiry on one page

Contact details as tap-to-call and tap-to-WhatsApp links, the service, urgency, message, photos, the source and the time received. Change the status, add a note after each call, book the job in the diary or convert to a customer. Photos are only visible to logged-in staff.

Why it matters: the office and the engineer both see the same notes, so nobody rings a customer twice or turns up without the story.

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Lead #2: Tom Ashworth

Phone
07700 900201 · WhatsApp
Email
tom@example.com
Address
LS6 2AB
Service
Boiler Repair
Urgency
today
Landlord
No
Marketing consent
No
Message
Boiler showing EA fault code, no hot water since this morning.
Received
11 Sep 2026 14:49 via quote

Status
New
Update status
Book this job in the diary
Convert to customer
Creates a customer and property so service and CP12 reminders can be set up.
Delete lead

Notes
Add a note (call outcome, quote sent, etc.)
Add note

A lead with status and notes, "Book this job in the diary" and "Convert to customer".

REMINDERS

Automatic reminders that bring last year's customers back

Customers, properties and appliances are recorded once. From then on the reminders engine sends, without anyone touching it: boiler service due (30 and 7 days before), landlord CP12 expiry (60, 30 and 7 days), a review request after a completed job, a care plan renewal notice, and a day-before appointment reminder. Reminders

go by email and, where the customer has agreed, by text. Every message is previewable and re-sendable from admin, and failures retry for three days.

Why it matters: an annual service reminder is the highest-return message a heating firm can send. A hundred customers on reminders is a hundred services a year that you did not have to advertise for.

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Reminders

Run now (generate + send due)

Email goes out via PHP `mail()`. On shared hosting that often lands in spam or fails silently; set up SMTP in Settings → Email and use the test button below.

2

Due to send now

Last run

Never

Cron: `/usr/local/bin/php`
`/home/USER/public_html/cron.php`
or `http://localhost:8080/cron.php?`
`key=dfdaf4afdfef2cb5de63e2`

you@example.com

Test email

07700 900000

Test SMS

Email via mail(). SMS via The SMS Works (not configured: Settings → SMS). [Message log](#)

All

Pending 4

Sent 0

Failed 0

Skipped 0

Send on	Type	Who	Property	Due	Status		
4 Oct 2026	service due email	Priya K. priya@example.com	4 Park Lane, Horsforth	11 Oct 2026	pending	Preview	Send now
29 Sep 2026	cp12 expiry email	Priya K. priya@example.com	4 Park Lane, Horsforth	6 Oct 2026	pending	Preview	Send now
11 Sep 2026	service due email	Priya K. priya@example.com	4 Park Lane, Horsforth	11 Oct 2026	pending	Preview	Send now
6 Sep 2026	cp12 expiry email	Priya K. priya@example.com	4 Park Lane, Horsforth	6 Oct 2026	pending	Preview	Send now

The reminders queue with preview and "Send now", plus test buttons for email and SMS.

SMS

Text messages through The SMS Works

Paste the token from your SMS Works account, choose a sender name such as your trading name, and tick enable. Booking confirmations, reminders, review requests and urgent-lead alerts to your own mobile then go by text. Delivery reports come back into the message log. Messages are short by design, one credit each, and cost about 3p.

Why it matters: texts are read within minutes; emails are read tomorrow. An emergency enquiry that buzzes your pocket gets answered before the customer rings the next firm.

SETTINGS

Change anything yourself, in plain English

Business identity, contact details and opening hours, brand colours and logo, trust and compliance, homepage stats, pricing and terms, landlords and finance, the boiler configurator, booking rules, reminders, email (SMTP), SMS, search engine settings, social sharing and analytics. Change a price and every page, including the static copies, updates in under a second.

Why it matters: you will never pay for a text change again. Prices, hours, areas and wording are yours to edit at any hour.

Demo Plumbing & Heating admin [View site](#) Demo Owner (owner) [Sign out](#)

- Dashboard
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- Customers
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- Reviews
- Accreditations
- Team
- Gallery
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- Guide categories

Settings

Business identity

Trading name	Legal / registered name	Entity type
Demo Plumbing & Heating	Demo Plumbing & Heating Ltd	Limited company
Company number	Registered office (Ltd)	☒ VAT registered
12345678		
VAT number	Year founded	Schema type
GB123456789	2014	Plumber
Legal jurisdiction	England & Wales	

Contact

Homepage & brand

Trust & compliance

Homepage stats (shown as charts; keep them truthful)

Pricing & terms

Save settings

Settings, grouped into collapsible sections. Every field has a short explanation.

LEGAL AND COMPLIANCE

Seven legal pages written for you, and kept correct

Privacy policy, cookie policy, terms and conditions, complaints procedure, cancellation rights with the model cancellation form, guarantee and accessibility statement are generated from your settings: trading and legal name, company number, VAT status, address, guarantee length, deposit and cancellation terms. Choose England and Wales, Scotland or Northern Ireland and the governing law, consumer advice line, landlord gas-safety wording and building-control wording all switch. Any page can be overridden with your own text.

The cookie banner meets UK PECR rules with equal-prominence Accept and Reject buttons and a consent log; analytics only load after consent. Anti-spam is silent, and admin sessions, passwords and file uploads follow current good practice.

Why it matters: most trade websites have a privacy policy copied from somewhere else and no cancellation rights page at all. Yours will be accurate on the day you go live, and it stays accurate when you change your details.

SPEED

Static publishing: every page served as a plain file

When you save anything in admin, the site writes every public page out as a finished HTML file in under a second. Visitors and search engines are served those files directly, so pages open instantly, the site handles a rush of traffic on cheap shared hosting, and the public site stays up even when the database is being backed up or is briefly unavailable. Forms, booking slots and the open-now badge still work live.

Why it matters: page speed is a Google ranking factor and the difference between a visitor waiting and a visitor leaving. You get the speed of a static site with the convenience of a content editor.

4. Complete feature list

Public website

Homepage	Hero with call-back form, live open-now badge, trust bar from your accreditations, animated stats and charts (your figures), swipeable service slider with "from" prices, how-it-works steps, reviews, areas grid, FAQ, closing call to action
Services	Services index, one page per service (price, duration, FAQs, related guides), one page per service per area
Areas	Areas index, "Plumber in {Town}" pages with unique local copy, "Emergency plumber in {Town}" pages, postcode check on forms
Emergency	Dedicated emergency page, red emergency strip on every page, what-to-do-now guidance, WhatsApp photo option
Boilers	Boiler brand pages with your installed-from prices, 60-second boiler quote configurator, fault-code library with live search and per-code pages
Guides	Unlimited how-to guides in categories, Article schema, links to the relevant service and quote form
Landlords	Landlords hub, CP12 pricing and bundle, portfolio rate, add-a-property form, jurisdiction-specific legal wording
Care plans and finance	Care plan tiers with online sign-up and automatic monthly billing through Stripe (card or Direct Debit, paid on Stripe's secure page, customer record and welcome email created automatically, failed payments and cancellations reported to you); finance page with monthly payment calculator (your APR, terms and deposit)
Trust	"Rated 4.9 on Google from 120 reviews" badge in the hero, trust bar, footer and reviews page (you type the two numbers from your Google profile, no technical setup), review cards marked with their source (Google, Checktrade, Trustpilot, Facebook) and linked to the original, about page with team and credentials, reviews page, gallery with before/after pairs, accreditations with expiry tracking, FAQ page, careers page
Other pages	Contact, pricing page (optional), custom pages you write, HTML sitemap, 404 page, redirect manager for old URLs
Mobile	Sticky Call / WhatsApp / Book / Quote bar, thumb-sized forms, camera photo attachments, tested layouts from 360px up

Enquiries and booking

Call-back form	Name, mobile, postcode and urgency on the homepage; replies within your promised time
Three-step quote	Postcode and service, urgency and preferred day, details and up to five photos (resized in the browser, stored privately)
WhatsApp	Pre-filled WhatsApp links on every page and in the sticky bar

Online booking	Service, day and time, details; availability from engineer hours, existing jobs, travel buffer, days off, minimum notice, same-day cut-off and max jobs per day; least-loaded engineer assignment; instant or approve-first confirmation; per-service "bookable online" switch and duration
Notifications	Email and SMS to the customer and the business on enquiry, booking, confirmation and cancellation; acknowledgement to the customer; urgent-lead text to your mobile
Spam protection	Honeypot and timing check, origin check on forms, no captcha for real customers

Admin and office

Dashboard	Today's jobs, bookings to confirm, new leads, monthly leads and wins, published reviews, compliance checks, recent leads
Leads	Pipeline (new, contacted, quoted, won, lost), urgency and source, notes, photos, tap-to-call and WhatsApp, book into diary, convert to customer, CSV export
Bookings	Next 7 days / today / awaiting / past views, confirm, cancel, complete, reassign, move, internal notes, manual bookings, day-before reminders, iCal feeds per engineer and for the whole business
Engineers	Own working hours, colour, max jobs per day, optional login that only sees their own jobs; days off per engineer or whole business
Customers	Customers, properties and appliances (make, model, install date, last service), landlord and tenant details, care plan membership and renewal date, "OK to text" consent
Reminders	Service due (30 and 7 days), CP12 expiry (60, 30 and 7 days), review request after a won job, care plan renewal, day-before appointment; email and SMS; preview, send now, retry for 3 days; run from cron or a button
Content editing	Services, categories, areas and service-to-area mapping, FAQs, reviews, accreditations, team, gallery, guides and categories, boiler brands, fault codes, care plans, custom pages, redirects
Legal editor	Generated text shown next to your override for each of the seven legal pages
Users and roles	Owner, office and engineer roles; password recovery tool; audit log of admin actions
Message log	Every email and text sent, with SMS delivery status
Settings	Business identity, contact and opening hours, homepage and brand, trust and compliance, homepage stats, pricing and terms, landlords and finance, boiler configurator, booking, reminders, email (SMTP), SMS, SEO and analytics, static publishing

Search engines, speed and tracking

Structured data	Plumber / HVACBusiness with opening hours and aggregate rating, Service, FAQPage, HowTo, Article, BreadcrumbList
Technical SEO	Unique titles and descriptions per page, canonical URLs, XML sitemap, robots.txt, HTML sitemap, 301 redirect manager, clean URLs
Social sharing	Open Graph and Twitter card tags on every page, a site-wide share image you upload in Settings with a live preview of how the link will look in WhatsApp or Facebook, size checks, and plain-English guidance on what to upload and how to refresh cached previews; Facebook, Instagram and X links in the footer
Static publishing	All public pages written to plain HTML on every save; served directly by the web server; rebuild in under a second; site stays up if the database is unavailable
Analytics	Google Analytics 4 or Tag Manager, loaded only after cookie consent

Legal, privacy and security

Generated legal pages	Privacy, cookies, terms and conditions, complaints procedure, cancellation rights with model form, guarantee, accessibility statement
Jurisdiction	England and Wales, Scotland or Northern Ireland: governing law and courts, consumer advice line, landlord gas-safety wording, building-control wording, relevant accreditation in the seed content
Cookies	PECR-compliant banner with equal Accept and Reject, consent log, no tracking before consent
Security	Hashed passwords, CSRF protection on every form, role-based access, private storage for uploaded photos, application folders blocked from direct access, HTTPS-aware cookies

5. What you get and what you need

What is in the box

- ✓ The complete PlumberOS application, ready to upload by FTP to your hosting
- ✓ A three-step browser installer that creates the database, your owner login and the demo content to edit
- ✓ Installation Guide (PDF) and Setup Guide (PDF) written for a non-technical owner
- ✓ Sample content for a demo plumbing firm: services, areas, reviews, guides, brands, fault codes, FAQs and care plans, all replaceable from admin
- ✓ Email templates and SMS templates for every automatic message

What you need

Hosting	Ordinary cPanel shared hosting with PHP 8.1 or newer and a MySQL or MariaDB database. Most UK hosts from about £5 a month qualify. A free SSL certificate is normally included.
Domain name	Your own, for example yourfirm.co.uk
Email sending	The SMTP details of any mailbox you own (your host's, Google Workspace or Microsoft 365) so notifications land in inboxes, not spam
Text messages (optional)	An account with The SMS Works, pay-as-you-go, around 3p per text. No contract.
Analytics (optional)	A free Google Analytics 4 property
Time	About 20 minutes to install, about an hour to replace the demo content with yours using the Setup Guide

One purchase, your property

PlumberOS runs entirely on your own hosting. There is no subscription, no per-page or per-lead charge, no monthly fee to us, and nothing in the product that depends on our servers. Your enquiries, customers and content live in your own database, and you can export them at any time.

Screenshots show the demo business "Demo Plumbing & Heating" with sample data; all names, numbers and prices are fictional. Feature list correct for version 0.6. Third-party services (hosting, The SMS Works, Google Analytics) are provided and charged by those companies under their own terms.