

Company Name:	LW Gas Ltd	Primary Trade:	Gas Engineers/Serviceing
Distance from you:	0.00Miles	Contact Name:	Lee Ward
Full Address:	Unit 1A Vicarage Farm Business Park Winchester Road Fair Oak Eastleigh Hampshire		
Postcode:	SO50 7HD	Contact Telephone:	023 8069 3233
Contact Email:	info@lwgas.co.uk	Contact Fax:	
Company Website:	http://www.lwgas.co.uk		
Company Number:	04975992	Contact Mobile:	
Comments:			

Location map:



Services Provided:

- Bottled Gas & Equipment
- Gas Engineers/Serviceing
- Heating - Oil Fired Boilers / Installation & Domestic Fuels
- Heating Engineer
- Heating Services
- Plumbers / Plumbing
- Renewable Energy Services/Installations

Traders Overall Rating:  10 Points

Number of reviews: 115

Customer Service



Quality of Work/Service



Punctuality / Efficiency / Time Taken



Comments from consumers who have used this trader

22-Jun-2023

Excellent as always. Lee's team have looked after our boiler for 9 years now. We have always been happy with the service.

19-Oct-2022

First class. All is working fine.

01-Apr-2021

Boiler not working (week before Christmas) so called LW Gas and Lee Ward came out during his lunch break and did a temporary fix. Lee sent a very competitive quote the same day to replace our ancient system. Lee advised against a couple of things I requested but suggested others, for which I am very grateful. The team sent out were very friendly and highly efficient. They also ordered a replacement radiator for an existing faulty one and installed it the next day. The team (Mark, Lewis and Mitch) were efficient and very friendly, explaining things and happy to answer all my annoying questions. They completed on time and left everything clean and tidy. A week after they left, an older radiator sprung a rust leak and Mark came out again to fit a new one. I would highly recommend LW Gas

17-Mar-2021

Initially was told they could do the job. I need a boiler flue reattached o the wall. Without doing a site visit I was told the boiler would probably need replacing which would not have been necessary according to the boiler specialist.. When I said this could not be done, suddenly the job was of no interest LW Gas Ltd's response: The customer called L W Gas Ltd regarding fixing the flue that had been damaged by her builder, she emailed us photos of the flue which was held up by a screw and was considered dangerous, the aged Oil Boiler is over 30 years old and not something that L W

15-Jan-2020	<p>Gas wanted to get involved with as we were concerned that this would escalate to more problems and end up being an L W Gas fault, also the builder was paying for the repairs and we didn't want to get involved with a third party, all advise was given over the phone and no site visit was arranged. With regards to a suggestion of a new oil boiler being required this was purely down to the availability of parts as it is very aged and the fact that it is an 1989 oil boiler that is inefficient and detrimental to the environment, at L W Gas we pride ourselves on giving honest and professional advice unfortunately this time the customer took offence to the honest advice that was given, we can only apologies for any upset this may have caused .</p> <p>Very pleasant initial communication with the office staff. Their engineer, Greg, arrived promptly and carried out the work in an efficient, professional and friendly manner. I was charged fairly and had the option of paying by card, which can be very convenient. All documents were sent over electronically. When my wife returned home, she had one word to say about the finished result, "Wow!"</p>
09-Oct-2018	<p>Everything was carried out in a professional manner and very tidy. Very pleased with the work that was carried out.</p>
16-Aug-2018	<p>Brilliant from beginning to end.</p>
10-Jul-2018	<p>Excellent service from Greg and his apprentice, Alex. After carrying out diagnostics over the phone, they arrived promptly with spare parts on board. They replaced toilet siphon in downstairs WC. Also replaced float valve with new fluid master valve upstairs WC. Clean, tidy, efficient and the price was right.</p>
02-Jul-2018	<p>I was impressed by the professional service I received from this company. Very efficient from my first telephone contact to completion of the service of my gas boiler. Greg carried out the service in a friendly and professional manner, Arrived on time, Came with all the spares he needed Explained the work clearly Invoiced as quoted Left the site clean and tidy. Highly recommended.</p>
10-May-2018	<p>Excellent all round.</p>
20-Apr-2018	<p>They fitted the boiler at our old house so once we moved we knew who to call. They came out to quote quickly and delivered the quote by hand as we had no internet. Booked in and installed quickly. The two guys were friendly, polite and worked cleanly, highly recommend.</p>
18-Apr-2018	<p>Prompt, efficient, friendly and courteous. Very pleased.</p>
13-Mar-2018	<p>Great Service and customer relations.</p>
08-Mar-2018	<p>Great service and customer relations.</p>
02-Mar-2018	<p>Lee Ward is prompt and responsive even in the nastiest of weather. In this case he solved my boiler problem without me having to speak to him! Here is how: My boiler failed after RESET repeatedly. I phoned</p>

	<p>Lee Ward (LW Gas Ltd) and *before I left an answerphone message* I received a text message. I left my contact details and then read the text. It informed me of a likely problem I might have, together with a description and solution. The solution worked, and five minutes after I fixed it I got a personal phone call from Lee to check that all is well. No charge; no unnecessary call-out; no hassle; highly satisfied customer. We have used LW Gas for installation and servicing over several years and they have never let us down.</p>
05-Feb-2018	<p>Excellent service from start to finish, cannot recommend them highly enough, all at a very competitive price.</p>
31-Jan-2018	<p>The service was excellent. A very professional job done, questions were answered courteously.</p>
19-Jan-2018	<p>Very polite and helpful.</p>
09-Jan-2018	<p>The company staff were extremely helpful throughout the process from my initial phone call to the final fitting of my boiler. Everything was explained clearly and the engineers who fitted the boiler were excellent and left the whole area very tidy.</p>
09-Jan-2018	<p>Fantastic - reliable and even though an older boiler - did not try to sell me a new one. We discussed new boiler at my instigation. Only down thing, I purchased replacement alarms and they were too pricey when I thought after, B&Q would be cheaper but boiler service perfect/A1.</p>
09-Jan-2018	<p>Excellent, honest, professional support in boiler inspection and supply of new replacement.</p>
22-Dec-2017	
27-Nov-2017	<p>Absolutely brilliant. Very pleased and recommend them highly.</p>
15-Nov-2017	<p>Very good communication before and after. Boiler service. Work carried out to a high standard. Friendly and efficient engineer.</p>
13-Nov-2017	<p>I was very happy with the presale visit and with the paperwork.</p>
09-Nov-2017	<p>Excellent</p>
03-Nov-2017	<p>Very good service. Pleased with results. Came when promised.</p>
01-Nov-2017	
25-Oct-2017	<p>Good and reliable.</p>
23-Oct-2017	<p>I could not fault this company, very professional, polite, clean and punctual, in this day and age a real bonus - thank you.</p>
23-Oct-2017	<p>I received a face to face consultation, asked my needs and advised accordingly, extremely competitive price, clean, polite, fast, friendly service keeping me informed at each stage of the process. First class service.</p>
23-Oct-2017	<p>Courteous, tidy and efficient.</p>
23-Oct-2017	<p>Excellent.</p>
23-Oct-2017	

03-Oct-2017	Good. Appointment delayed, but we were kept informed. Additional safety work carried out without prompting. Very efficient. We have used them previously and will return to them in the future.
03-Oct-2017	The engineer was prompt, polite and very knowledgeable. He cleaned up after he finished.
02-Oct-2017	Prompt and efficient.
22-Sep-2017	Extremely responsive and speedy fix.
22-Sep-2017	Excellent service - very punctual and very polite.
19-Sep-2017	Very good service, arrived on time. Explained our system in a clear and concise manner.
16-Sep-2017	From the quote to the fitting of our new boiler the service was excellent, talked through everything and explained everything. On time clean and all the staff polite and helpful. Would recommend L W Gas Ltd.
15-Sep-2017	Boiler Service. Timely and Professional
13-Aug-2017	Service was excellent. Engineers arrived promptly, explained things to me, and were very professional. They left things clean and tidy, and I will certainly use them again.
24-Apr-2017	Installation of new oil fired boiler. Highly professional, competent, courteous and helpful. Work completed to very high standard.
11-Apr-2017	From quotation to the moment the engineers left, it was a pleasure to deal with this company. Efficient, friendly, neat and tidy and just a top job fitting our new boiler. My wife said she was sorry to see the guys go, it was a pleasure having them around!
24-Mar-2017	Highly recommended!
16-Mar-2017	From quotation to completion, all was as I had hoped.
13-Mar-2017	Excellent personal service even before the work started. Lee sorted 2 water leaks and we had not even said yes to his quote! 2 months on and we still have a superb fully working central heating system.
09-Mar-2017	
20-Feb-2017	Excellent service - cleaned silver and explained how to manage room thermostat for efficient use as well as servicing boiler.
20-Feb-2017	Fantastic.
08-Feb-2017	Helpful on the phone when booking appointment. Arrived earlier than anticipated which was much appreciated as we were without heating and hot water. Clean, tidy and courteous worker. Boiler working fine now.
23-Jan-2017	Exceptional.
19-Jan-2017	Exceptional!
04-Jan-2017	Excellent from quote to completion. Work carried out on date requested & to the quote price.
03-Jan-2017	Excellent service, very satisfied with the work carried out.
30-Nov-2016	Quick and efficient. Greg was early for the appointment, very friendly and informative. He

	discovered the problem quickly, the pump in combi boiler, and informed us of what we could do next. Would definitely recommend them. Excellent customer service.
21-Nov-2016	Efficient, friendly, speedy and business like.
28-Oct-2016	Very happy with all aspects of the work.
14-Oct-2016	Excellent service from quote to completion.
26-Sep-2016	Excellent and helpful (when replacing our old boiler and cleaning out the cistern)
26-Sep-2016	First class, no problem.
23-Sep-2016	Excellent, efficient, courteous and competitive price.
21-Sep-2016	Excellent. Good standard of work, cleared up properly and got rid of rubbish. Two very polite and friendly guys.
20-Sep-2016	Could not fault the two workmen. Very polite, friendly & efficient overcoming the problems they met.
15-Sep-2016	Very rapid response, professional and courteous.
01-Sep-2016	First class service from the lady telephone operator to the engineer who repaired the boiler.
01-Sep-2016	Excellent, would recommend, prompt, polite, professional, helpful and friendly from the first enquiry.
16-Aug-2016	Excellent! Everything thoroughly explained throughout, friendly and helpful.
25-Jul-2016	Good.
12-Jul-2016	First class, punctual, instant written quotation, very nice tidy engineer, no mess and could not improve service.
05-Jul-2016	New gas boiler fitted by L W Gas, hot water and heating again, a happy wife ;). Thanks Lee (The Boss) for sorting so quickly and thanks to Daniel for doing a cracking job on the install, very tidy and place left spotless. Highly recommend and the work was completed very quickly after the price was agreed and most importantly was of the highest quality.
23-Jun-2016	
14-Jun-2016	First class service, clean and tidy and a pleasure to do business with.
14-Jun-2016	The engineers who fitted our new boiler were excellent, polite and trustworthy.
03-Jun-2016	An excellent job.
31-May-2016	The service was excellent, no mess, everything cleared away and new boiler is fantastic.
31-May-2016	They were quick, obliging, tidy and worked hard.
25-May-2016	Fantastic service each and every time I have used them.
17-May-2016	Called LW Gas on 9/5 to arrange for investigation and repair of heating failures, visit booked for 13:45 on 11/5 - an ideal time. Engineer arrived early after telephoning to advise and rapidly identified a fault, obtained parts and completed, excellent service.
17-May-2016	Very good.

09-May-2016	Excellent service, clean, tidy and professional, would gladly recommend to others.
09-May-2016	Very professional service, on schedule and cost, clean and tidy work and on time.
21-Apr-2016	Very thorough and speedy, arrived promptly.
13-Apr-2016	Absolutely faultless workmanship - Mark (with the assistance of his apprentice, Lewis) is a true professional with a sharp eye for detail, only perfection is good enough for him. He completed the work in a timely manner at a fair price and left no mess whatsoever. What he did leave was a job meticulously executed and two very happy customers. Thanks Mark and Lewis (and the whole team at LW Gas)!
24-Nov-2015	Fantastic all round :)
23-Nov-2015	
12-Aug-2015	Reliable, good quality work, helpful staff
12-Aug-2015	
04-Aug-2015	Very, very happy with the service.
31-Jul-2015	
27-Jul-2015	Excellent work, friendly and trustworthy, answered all my questions, very clean and careful workers. Would recommend.
22-Jul-2015	Very helpful company from bosses, office staff and engineers. We have used them since 2009, couldn't have better proof.
20-Jul-2015	Very good and professional job.
20-Jul-2015	
16-Jul-2015	Good Service
16-Jul-2015	
16-Jul-2015	Excellent communication, friendly engineer. Clean and tidy service.
07-Jul-2015	
06-Jul-2015	Very courteous and professional
06-Jul-2015	Boiler Service carried out. No problems
02-Jul-2015	1st Class Service
02-Jul-2015	A very clean and tidy job. Man was very polite and helpful. Would recommend them.
02-Jul-2015	
02-Jul-2015	Friendly, efficient, on time
01-Jul-2015	Arrived on time, quick and clean. Very pleased
27-Feb-2015	Boiler service. Done quickly and without fuss. 1st class service. .
20-Feb-2015	From the moment I contacted LW Gas by phone to make an enquiry to the final fitting of the boiler We had nothing but exceptional service. We had clear concise professional invoices and quotes received within 24 hours by email. The staff are very friendly and have the patience to answer, what must have sounded like, daft questions. While the work was being carried out you hardly knew that Brandon was here. He was very

14-Jan-2015	<p>courteous and professional. We like to support local companies and we are very pleased with LW Gas and will definitely use them again.</p> <p>An excellent level of service provided by Lee and Steve. Old boiler diagnosed and replaced with a new boiler at short notice. Competitively priced with friendly staff - I would not hesitate to recommend.</p>
09-Jan-2015	<p>Excellent service, reliable and trustworthy.</p>
06-Jan-2015	<p>Impressed! From the initial quote to signing off, the whole process was completely stress free! Lee and Jason were easy to get on with and nothing seemed to be a problem for them. New boiler works very well and I have total confidence any problems would be addressed without fuss should it occur. Excellent!</p>
24-Oct-2014	<p>Very happy with boiler changed in August to check effectiveness will have to wait till winter months</p>
23-Oct-2014	<p>Very happy with work done. Fitters were polite, courteous and tidy.</p>
23-Oct-2014	<p>The staff that came to do the work were good, clean, on time and polite. Tidy in their work.</p>