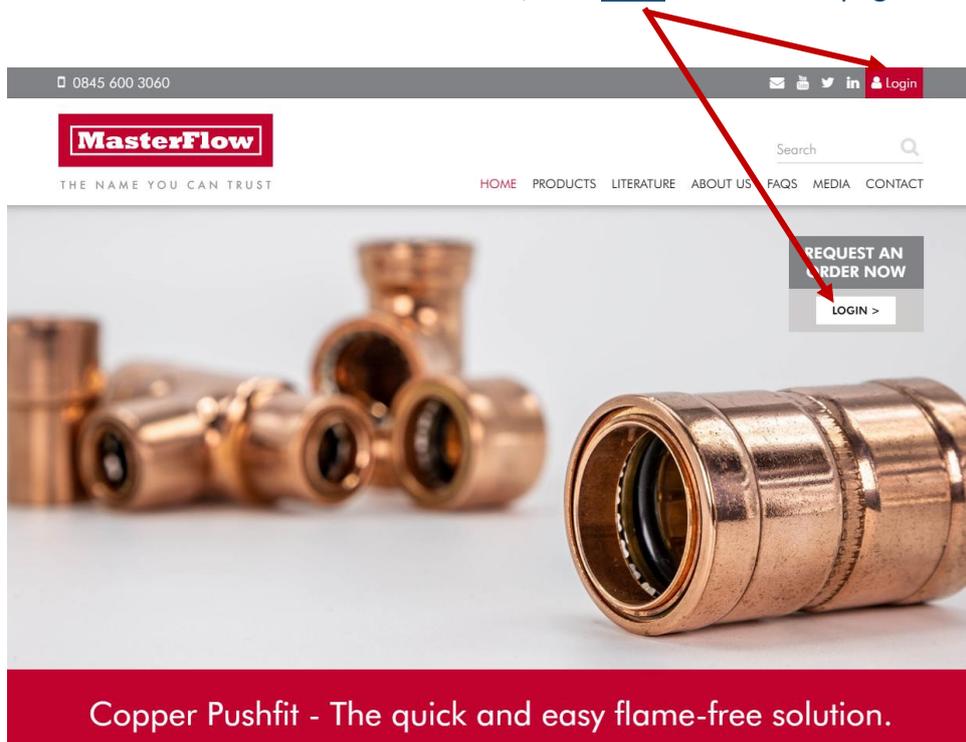


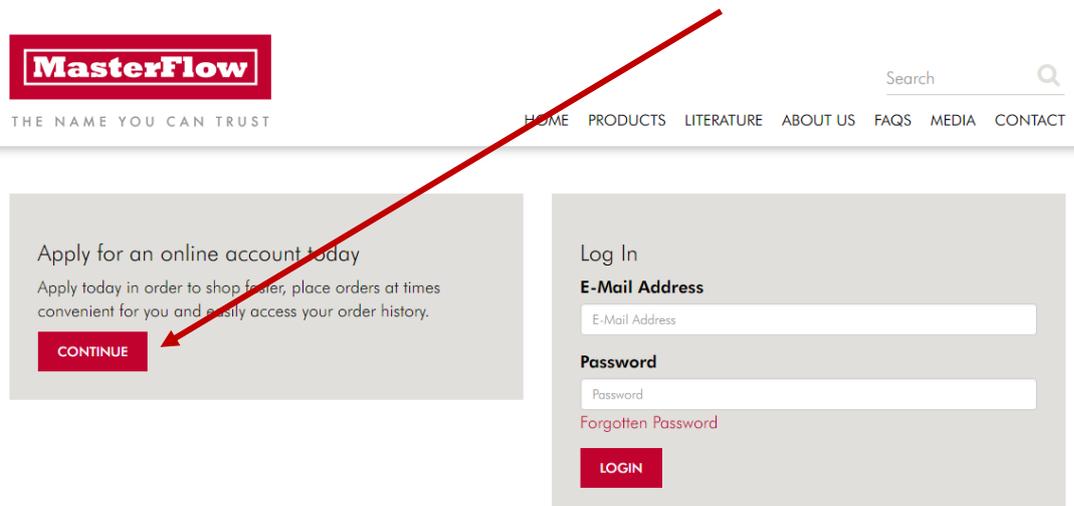
## Step-by-step guide to ordering online with Masterflow.

STEP 1: Visit [www.masterflow.uk.com](http://www.masterflow.uk.com)

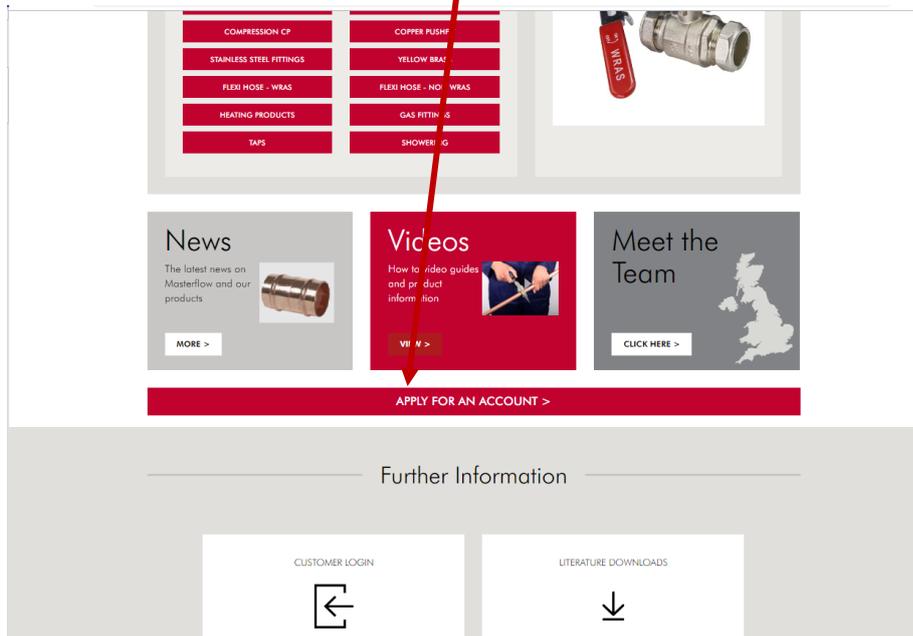
STEP 2: If you already have an online account with us, please go to STEP 4. If you DO NOT have an online account with MasterFlow, click [login](#) on the homepage.



Under 'Apply for an online account today', click '[CONTINUE](#)'.



Alternatively, click on 'Apply for an account' at the bottom of the homepage.



STEP 3: Fill out the fields. All are required.

Your Personal Details

**Company Name**

**Account Number**

**Job Title**

**First Name**

**Last Name**

**E-Mail**

**Telephone**

**Postal Address**

**I consent to receiving information regarding:**

- Marketing and promotions
- Sales information
- Product launch news
- Literature and price lists
- Update to services
- All of the above
- None of the above

**Please tick here if you would like to receive such information by:**

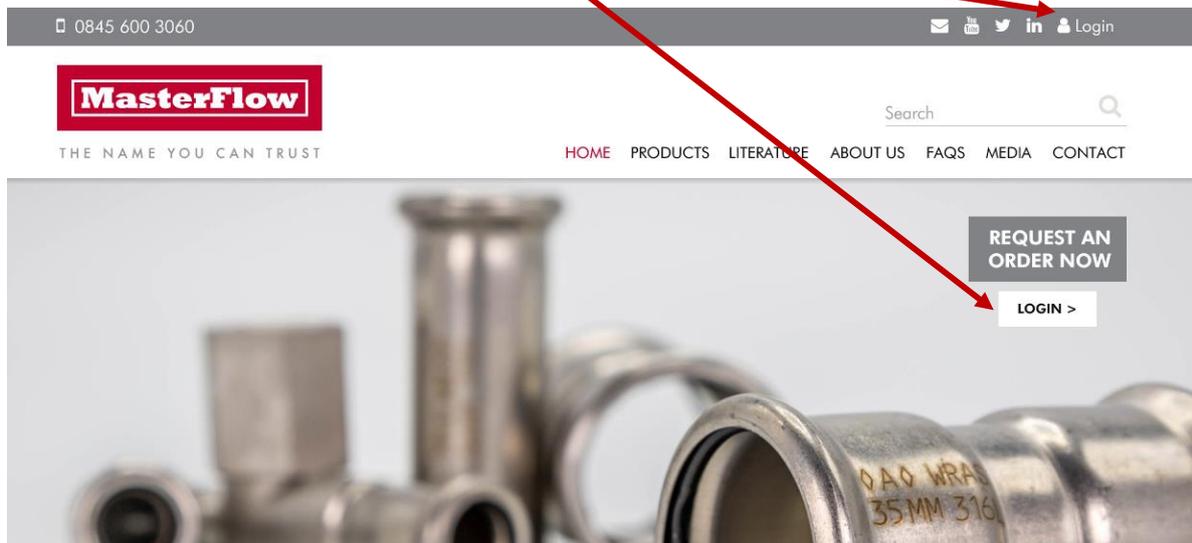
- Email
- Post
- Phone
- SMS
- Push messaging
- All of the above
- None of the above

I have read and agree to the [Privacy Policy](#)  **CONTINUE**

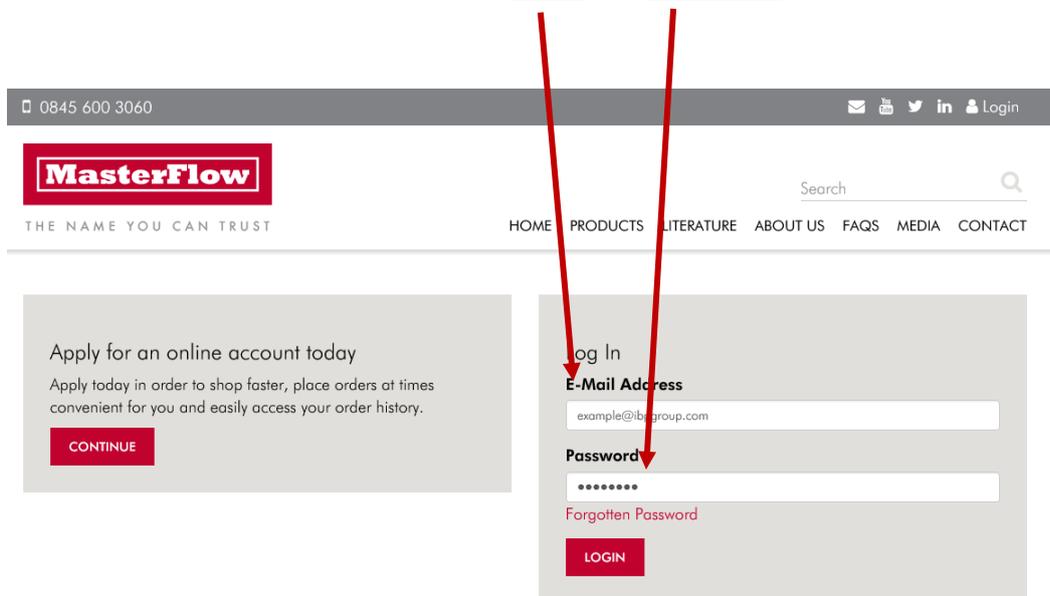
Tick 'I have read and agree to the Privacy Policy' and press 'Continue'.

After completing this form, one of our team will approve your account within 72 hours. Once approved you will receive a password via email. After receiving this please continue to the next step.

STEP 4: On the homepage, click to [login](#).



STEP 5: On the log in page, insert your [email](#) and [password](#).



STEP 6 (optional): Click on 'Change your password'.

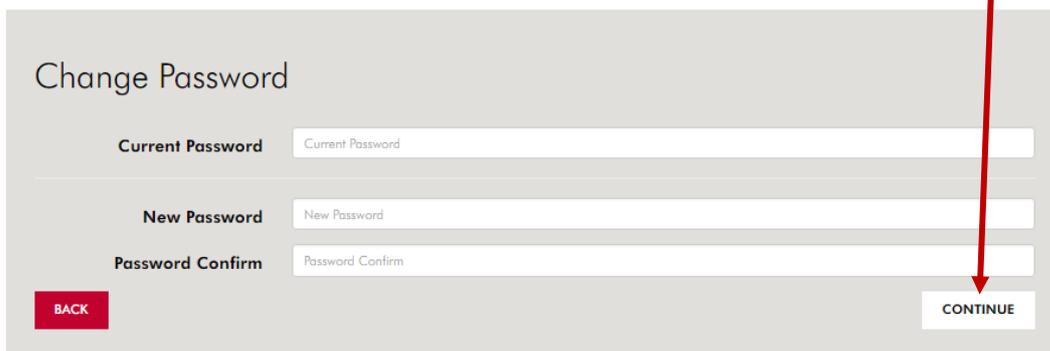


**My Account**  
Edit your account information & communication preferences  
Change your password  
Modify your address book entries  
Log Out

**My Orders**  
Order History

Further Information

STEP 7 (optional): Update your password to one of your choice and press 'CONTINUE'.



**Change Password**

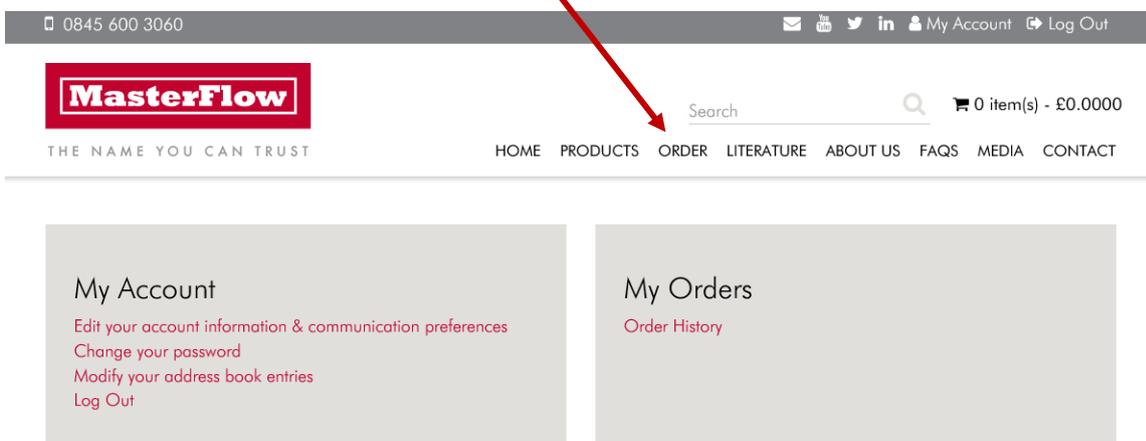
**Current Password**

**New Password**

**Password Confirm**

**BACK** **CONTINUE**

STEP 8: To make an order, press 'ORDER' in the main menu.



0845 600 3060     My Account  Log Out

**MasterFlow**  
THE NAME YOU CAN TRUST

Search   0 item(s) - £0.0000

HOME PRODUCTS **ORDER** LITERATURE ABOUT US FAQS MEDIA CONTACT

**My Account**  
Edit your account information & communication preferences  
Change your password  
Modify your address book entries  
Log Out

**My Orders**  
Order History

STEP 9: Find the product you want to order. You can do by pressing on the range and searching through the items.

Alternatively you can search by product name i.e. 'Coupler' or code i.e. 'MEF1008000' by using the [search bar](#).

Search...

Endfeed

**Solder Ring Fittings**

Compression

Compression DZR

Compression CP

Copper Pushfit

Stainless Steel Fittings

Yellow Brass

Flexi Hose - WRAS

Flexi Hose - Non WRAS

Heating Products

Gas Fittings

Taps

Showering

Traps

Wastes

### Straight Coupler



Product	Model	Bag Qty	Price	No. Bags	No. Items
8mm	MSR10080000	10	£0.1700	- 0 +	0
10mm	MSR10100000	10	£0.2000	- 0 +	0
15mm	MSR10150000	25	£0.1600	- 0 +	0
22mm	MSR10220000	25	£0.3900	- 0 +	0
28mm	MSR10280000	10	£0.6800	- 0 +	0
35mm	MSR10350000	10	£1.5300	- 0 +	0
42mm	MSR10420000	5	£2.0500	- 0 +	0
54mm	MSR10540000	5	£3.3700	- 0 +	0

### Reduced Coupler

Product	Model	Bag Qty	Price	No. Bags	No. Items
10mm x 8mm	MSR10100800	2	£0.2300	- 0 +	0

STEP 10: Once you have found the product you wish to order. Use the +/- signs to select the amount of bags you require. The 'No. Items' column will show the number of units you will receive. These will automatically be added to your basket.

MEF1008000

Endfeed

**Solder Ring Fittings**

Compression

Compression DZR

Compression CP

Copper Pushfit

Stainless Steel Fittings

Yellow Brass

Flexi Hose - WRAS

Flexi Hose - Non WRAS

Heating Products

Gas Fittings

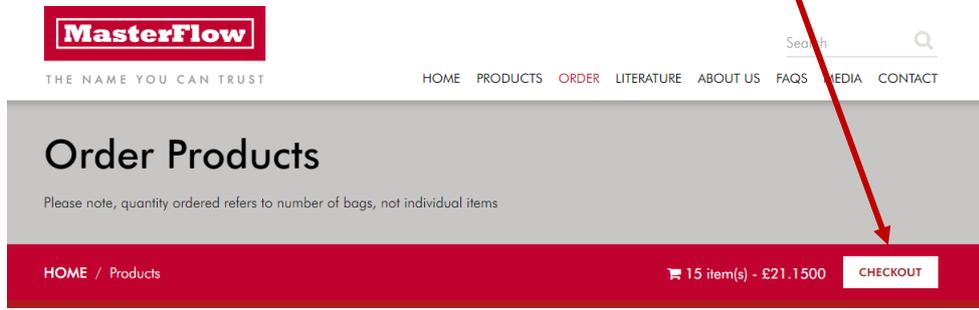
Taps

### Straight Coupler



Product	Model	Bag Qty	Price	No. Bags	No. Items
8mm	MEF10080000	10	£0.0800	- 2 +	20
10mm	MEF10100000	10	£0.1000	- 0 +	0
15mm	MEF10150000	25	£0.0800	- 0 +	0
22mm	MEF10220000	25	£0.2100	- 0 +	0
28mm	MEF10280000	10	£0.3300	- 0 +	0
35mm	MEF10350000	10	£0.6600	- 0 +	0
42mm	MEF10420000	5	£1.0900	- 0 +	0
54mm	MEF10540000	5	£2.0500	- 0 +	0

STEP 11: When all items are in your basket, press the CHECKOUT button at the top of the page.



The image shows the top navigation bar of the MasterFlow website. The logo 'MasterFlow' is on the left, followed by the tagline 'THE NAME YOU CAN TRUST'. Navigation links include HOME, PRODUCTS, ORDER, LITERATURE, ABOUT US, FAQs, MEDIA, and CONTACT. A search bar is on the right. Below the navigation is a grey banner with the heading 'Order Products' and a note: 'Please note, quantity ordered refers to number of bags, not individual items'. At the bottom of this banner, there is a red bar containing the text 'HOME / Products', a shopping cart icon with '15 item(s) - £21.1500', and a white 'CHECKOUT' button.

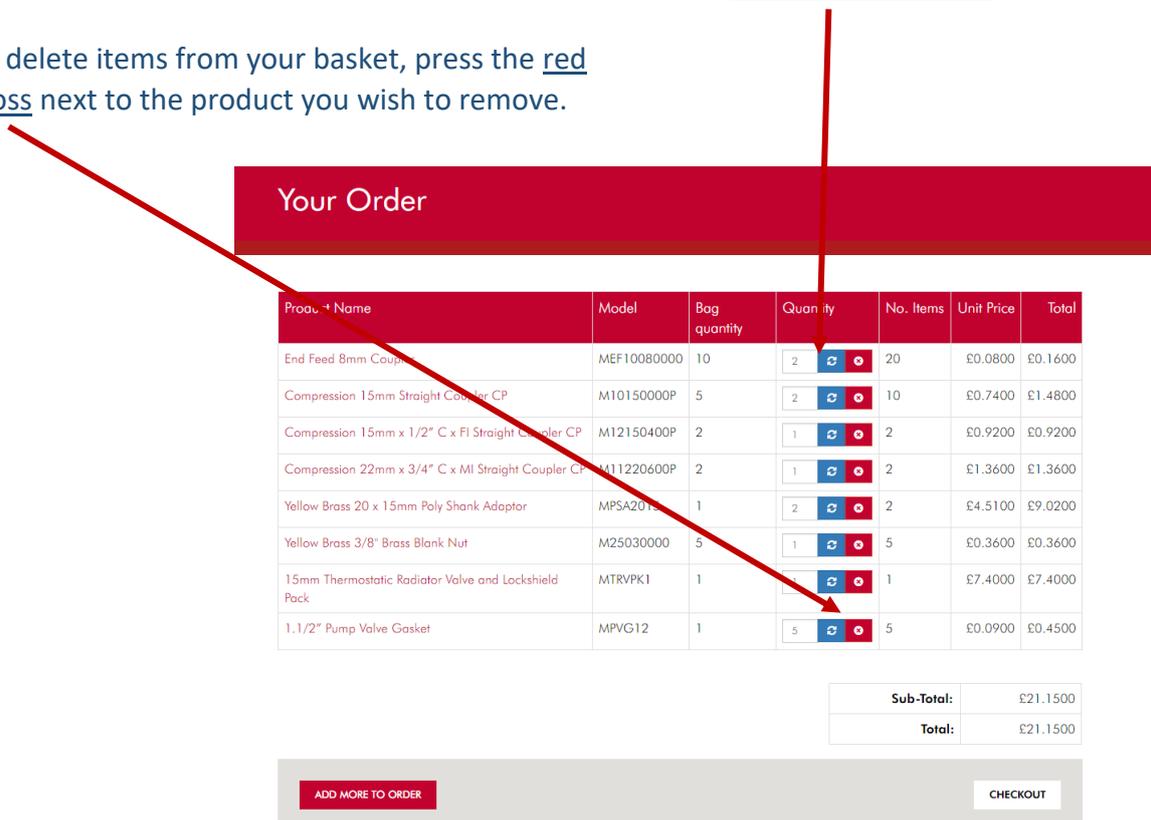
- ORDER UP UNTIL 4PM FOR NEXT DAY DELIVERY -



This section shows a search results page. On the left is a search bar and a list of categories: Endfeed, Solder Ring Fittings, Compression, Compression DZR, Compression CP, Copper Pushfit, and Stainless Steel Fittings. The main area displays two product sections: 'Angled Wheelhead and Lockshield Valve' and 'Straight Wheelhead and Lockshield Valve'. Each section contains a table with columns for Product, Model, Bag Qty, Price, No. Bags, and No. Items. The 'Angled' section shows two rows: 10mm (MWLV10A) and 15mm (MWLV15A), both with a quantity of 1 and a price of £1.9500 and £2.0700 respectively. Each row has minus and plus buttons for quantity adjustment.

STEP 12: Here, you can review your order. If you would like to amend the quantity for a particular product, type in the new quantity and press the blue refresh button.

To delete items from your basket, press the red cross next to the product you wish to remove.



The image shows the 'Your Order' summary page. It features a table with columns: Product Name, Model, Bag quantity, Quantity, No. Items, Unit Price, and Total. The table lists eight items with their respective quantities and prices. A red arrow points to the 'Quantity' column, and another red arrow points to the 'red cross' icon in the 'Quantity' column of the last row. Below the table is a summary section with 'Sub-Total: £21.1500' and 'Total: £21.1500'. At the bottom, there are two buttons: 'ADD MORE TO ORDER' and 'CHECKOUT'.

Product Name	Model	Bag quantity	Quantity	No. Items	Unit Price	Total
End Feed 8mm Coupler	MEF10080000	10	2	20	£0.0800	£0.1600
Compression 15mm Straight Coupler CP	M10150000P	5	2	10	£0.7400	£1.4800
Compression 15mm x 1/2" C x FI Straight Coupler CP	M12150400P	2	1	2	£0.9200	£0.9200
Compression 22mm x 3/4" C x MI Straight Coupler CP	M11220600P	2	1	2	£1.3600	£1.3600
Yellow Brass 20 x 15mm Poly Shank Adaptor	MPSA2015	1	2	2	£4.5100	£9.0200
Yellow Brass 3/8" Brass Blank Nut	M25030000	5	1	5	£0.3600	£0.3600
15mm Thermostatic Radiator Valve and Lockshield Pack	MTRVPK1	1	1	1	£7.4000	£7.4000
1.1/2" Pump Valve Gasket	MPVG12	1	5	5	£0.0900	£0.4500

Sub-Total: £21.1500  
Total: £21.1500

If you would like to add more products to your basket, press 'ADD MORE TO ORDER'. This will take you back to the main order page where you can search for products.

Once you are happy with your order, press 'CHECKOUT'.

STEP 13: On the checkout page, please fill out all fields; order number along with billing and delivery address.

\*Please note: Billing and delivery address will only have to be entered for the first order you make. These will then be saved for future reference.

**Order Number:**

Billing Details	
<input type="radio"/> I want to use an existing address	
<input checked="" type="radio"/> I want to use a new address	
<b>First Name</b>	<b>Last Name</b>
<input type="text"/>	<input type="text"/>
<b>Company</b>	<b>Address 1</b>
<input type="text"/>	<input type="text"/>
<b>City</b>	<b>Post Code</b>
<input type="text"/>	<input type="text"/>
<b>Country</b>	<b>Region / State</b>
<input type="text" value="United Kingdom"/>	<input type="text" value="Lancashire"/>

Delivery Details	
<input type="radio"/> I want to use an existing address	
<input checked="" type="radio"/> I want to use a new address	
<b>First Name</b>	<b>Last Name</b>
<input type="text"/>	<input type="text"/>
<b>Company</b>	<b>Address 1</b>
<input type="text"/>	<input type="text"/>
<b>City</b>	<b>Post Code</b>
<input type="text"/>	<input type="text"/>
<b>Country</b>	<b>Region / State</b>
<input type="text" value="United Kingdom"/>	<input type="text" value="Aberdeen"/>

If you have any comments about your order i.e. desired delivery date, please type these in the comments box.

**Standard Shipping**  
Standard carriage rate will apply to final order. Please note a carriage of £8.50 will be applied if minimum order isn't reached.

**Payment Method**

**Payment will be made on account.**

Add comments about your order

Product Name	Quantity	Price	Total
End Feed 8mm Coupler	2	£0.0800	£0.1600
Compression 15mm Straight Coupler CP	2	£0.7400	£1.4800
Compression 15mm x 1/2" C x FI Straight Coupler CP	1	£0.9200	£0.9200
Compression 22mm x 3/4" C x MI Straight Coupler CP	1	£1.3600	£1.3600
Yellow Brass 20 x 15mm Poly Shank Adaptor	2	£4.5100	£9.0200
Yellow Brass 3/8" Brass Blank Nut	1	£0.3600	£0.3600
15mm Thermostatic Radiator Valve and Lockshield Pack	1	£7.4000	£7.4000
1.1/2" Pump Valve Gasket	5	£0.0900	£0.4500
<b>Sub-Total:</b>			£21.1500
<b>Standard shipping:</b>			£8.5000
<b>Total:</b>			£29.6500

I have read and agree to the [Terms & Conditions](#)

Tick 'Terms and Conditions' in order to show you have read and agree to our terms and conditions.

Press 'Continue'.

Step 14: Confirm your order by clicking 'Confirm Order'.

Product Name	Model	Quantity	Price	Total
End Feed 8mm Coupler	MEF10080000	2	£0.0800	£0.1600
Compression 15mm Straight Coupler CP	M10150000P	2	£0.7400	£1.4800
Compression 15mm x 1/2" C x FI Straight Coupler CP	M12150400P	1	£0.9200	£0.9200
Compression 22mm x 3/4" C x MI Straight Coupler CP	M11220600P	1	£1.3600	£1.3600
Yellow Brass 20 x 15mm Poly Shank Adaptor	MPSA2015	2	£4.5100	£9.0200
Yellow Brass 3/8" Brass Blank Nut	M25030000	1	£0.3600	£0.3600
15mm Thermostatic Radiator Valve and Lockshield Pack	MTRVPK1	1	£7.4000	£7.4000
1.1/2" Pump Valve Gasket	MPVG12	5	£0.0900	£0.4500
<b>Sub-Total:</b>				£21.1500
<b>Standard shipping:</b>				£8.5000
<b>Total:</b>				£29.6500

[Back](#)

[Confirm Order](#)

Once your order request is confirmed, you will shortly receive a confirmation order. If you do not receive this or you would like to make changes to your order, please contact our customer services team on +44 (0)845 600 3060 or email [masterflow@ibpgroup.com](mailto:masterflow@ibpgroup.com).

The order request will be reviewed. As they are subject to availability, we will contact you if there are any issues with the products or quantities you have ordered.