

A&W Plumbing & Heating Ltd Boiler Care Plan Terms and Conditions.

We understand that terms and conditions are often extremely difficult to understand due to how they are written. We have tried to keep our Boiler Care Plan terms and conditions extremely clear so you know exactly what is and isn't covered.

1. Scope of Contract

1.1 A&W Plumbing & Heating Ltd will provide the level of cover described within the 'Plan Summary' below subject to an initial chargeable service and inspection.

1.2 When referring to 'We' this refers to A&W Plumbing & Heating Ltd

1.3 This contract is strictly a maintenance contract and is not an insurance policy. A&W Plumbing & Heating Ltd is therefore not regulated by the FCA.

1.4 This plan is intended for domestic boilers only and will only carry out works at residential properties

2. Our Plans

2.1 Three Star Cover Plan

Here is what is included in our Three Star Cover Plan:

- Annual Boiler Service Included
- Annual Carbon Monoxide Test
- Loyalty Discount our other services

2.2 Four Star Cover Plan

Here is what is included in our Four Star Cover Plan:

- Annual Boiler Service Included
- Annual Carbon Monoxide Test
- Priority Call Outs
- Out of hours boiler services
- Loyalty Discount our other services

2.3 Five Star Cover Plan

Here is what is included in our Five Star Cover Plan:

- Annual Boiler Service Included
- Annual System Water Test
- Annual Carbon Monoxide Test
- Priority Call Outs
- 24 Hour Emergency Call Outs
- Out of hours boiler services
- Loyalty Discount our other services
- Plumbing cover including:
 - all hot and cold internal pipework from your main stopcock within the home;
 - leaky pipes, taps and showers;
 - repairs to taps, toilets, washing machine and dishwasher connections;
 - toilet or water tank overflows, siphons and ballcocks;
 - blocked or leaking internal drainage pipes (unless pressure jetting is required);
 - drain down of a leaking cold-water storage tank or hot water cylinder.

If your plumbing incident is an emergency (including internal leaks which cannot be controlled), your repair will be given priority otherwise an appointment will be made.

If any parts cannot be repaired, we will give you a quote to replace (showers, sanitary ware, taps, tanks, and cylinders).

3. Components of the System

2.1. Your heating system is made up of a number of different components. The components of the heating system covered within each plan are as follows:

3.1 Three Star Cover Plan

- Boiler and all internals
- Circulation pump

3.2 Four Star Cover Plan

- Boiler and all internals
- Circulation pump
- Thermostatic radiator valves
- Timer/thermostat
- Radiators (repair only)
- Heating pipework
- All gas supply pipes

3.3 Five Star Cover Plan

- Boiler and all internals
- Circulation pump
- Thermostatic radiator valves
- Timer/thermostat
- Pressure controls
- Radiators

- Heating pipework
- All gas supply pipes

Below you find information on each of the benefits within our service plans. Please refer back to 'Our Plans' above to see which items below are included in each plan.

4. Annual Service

4.1. One of our Gas Safe qualified engineers will perform the service and safety check in line with manufacturers instructions

4.2. Included in this service / safety check, we will perform the following as a minimum:

- Check emissions using a fully calibrated flue gas analyser
- Check of the inlet and working gas pressure
- Clean condensate trap
- Clean magnetic filter (if fitted)
- Clean inside of boiler case
- Gas rate if required
- Test of safety devices and all safety checks in line with Gas Safe guidelines

4.3. We will also inspect the radiators, hot water cylinder and other components for leaks of defects

4.4. A gas tightness test will be performed in certain circumstances to ensure the property is free from gas leaks

4.5. The annual service will be arranged at a time and date convenient to you and in the month of your contract renewal. Unless otherwise arranged with the contract holder beforehand.

4.6 The annual service will be carried out Monday to Friday between 9am and 5pm unless otherwise agreed by A&W Plumbing & Heating Ltd

5. Annual System Water Test

5.1 We will complete a test to check the quality of system water and determine appropriate treatment to ensure the system works at optimum efficiency, and the boiler is fully protected.

5.2 Results of the test may require additional work to be carried out on the boiler that may or may not be included depending on the plan that you are on.

6. Annual Carbon Monoxide Test

6.1 We will complete a test to check all carbon monoxide detectors in the property are working correctly once per year

6.2 If no carbon monoxide testers are present in the property we are able to fit for a fee

7. Priority Callouts and 24 Hour Emergency Callouts

7.1 If you have no heating or hot water and you let us know before 1pm, we aim to be with you the same day. If you call after this time, we aim to be with you within 24 hours. If we cannot get to you within these timescales, we will do our utmost to be with you as soon as possible thereafter.

7.2 Demand for repairs goes up sharply when it is colder, and we cannot always predict accurately when this will be. This means we cannot always get to everyone as quickly as we would like. In these circumstances, we prioritise customers on the severity of their problem and how vulnerable they may be to being without heating and hot water.

8. Out of Hours Boiler Service

8.1 Customers have access to booking boiler services outside standard trading hours giving access to weekends

8.2 The timeframes outlined above are subject to workload and availability

9. Loyalty Discount on Other Services

9.1. We offer other services within A&W Plumbing & Heating Ltd that include:

- Power Flush
- Filter installation
- Upgrading of controls

As a Boiler Care Plan customer you receive the following discounts on the labour of our other services:

Three Star Cover Plan: 10% Discount on all labour

Four Star Cover Plan: 10% Discount on all labour

Five Star Cover Plan: 10% Discount on all labour

10. Exceptions

10.1 Any breakdown that is caused by sludge, scale or system deposits will not be covered - this will be confirmed by an independent water quality test if required (chargeable to customer if it fails)

10.2 Any breakdown that is a result of a problem with the water mains, electrical grid or gas main/meter. Including having no credit on a gas meter.

10.3 Pre-existing faults and defects in the design or installation of the system.

10.4 Any breakdowns caused by blocked drains backing up into the boiler.

10.5 Replacement of cosmetic parts such as boiler casings and covers

10.6 Faults caused due to the fabric of the building, for example pipes in walls bursting due to Subsidence

10.7 Any defects caused due to malicious actions, misuse or third party interference.

10.8 Any defect caused by; fire, flood, lightning, explosion, storm, frost, terrorism, impact of any other extraneous cause.

10.9 We will not be held responsible for delays in the provision of parts from suppliers or delivery firms

10.10 With regards to plumbing cover under our 5 Star Package: we are not responsible for any of the following:

- plumbing systems which have not been installed, serviced, or maintained in accordance with established practice statutory regulations, British or EU standards any external plumbing including the external water supply
- domestic appliances
- any damage that is required to be made to access any pipework rainwater guttering and downpipes, manholes and their covers and soakaways
- Grouting
- water meters
- frozen pipes that require defrosting where there is no other damage vacuum drainage systems
- repetitive drain cleaning
- any damage to drains or sewers which is caused by tree roots, subsidence, heave or landslip, earthquake or sink hole

10.11 Our plans do not include:

- showers and their parts (including the shower unit, controls, pump, outlet, cartridges, silicone seals and grouting or shower head)
- outbuilding pipework and the plumbing supply between these and your home
- water softeners, water filters, waste disposal units and taps that deliver boiling or filtered water
- the replacement of water tanks, radiators, hot water cylinders and sanitary ware (eg. basins and toilet bowls)
- jacuzzi or spa baths, swimming pools, ponds, and fountains (including associated pipework, pumps, and valves)
- sewers, cesspits, septic tanks, drainage pumps, treatment plants and macerators and any outflow pipes
- shared drains or sewers and drains/sewers out with the boundary of your property

- pipework, drain or waste pipe damage in communal or service duct areas that is not solely your responsibility
- replacing taps
- any costs of water lost during a leak
- lead or steel pipework
- quieting noisy pipes caused by the expansion and contraction of pipes as they heat and cool
- any damage caused by or resulting from leaking appliances (eg. showers, shower trays, toilet pan/flushing system)
- commercial use drains and self- contained drains (including without limitation septic tanks and soakaways)
- any parts designed to boost your mains water pressure
- any joiner works required for access to repair (such as lifting of floors, floor coverings, laminate, carpets, removal of kitchen units, flue boxing etc)
- any building works (such as brick chimney repairs, removal of and relaying paving/driveway surfaces to access drainage/pipework, soakaways, toby stopcocks)
- any electrician works (such as replacement or repair of wiring upstream of appliance isolator)
- pipework work (such a lead, steel or iron pipework repair or replacement, system blockages due to corrosion)
- work involving the use of scaffolding or powered access (such as cherry pickers/scissor lifts)

10.2 Specialist heating controls (such as Hive & Nest etc.) are not covered

11. Missing / Cancellations of Appointments

11.1 Customers that have arranged a breakdown callout or annual service are given a 4 hour slot, if the engineer attends and the customer is not available a rebooking amount of £40 is charged to re-attend.

11.2 Customers must give 24 hours notice to change an appointment date/time otherwise a rebooking fee will be charged

12. Use of Subcontractors

12.1. We reserve the right to use subcontractors to carry out any breakdowns or annual services. All subcontractors will be Gas Safe registered and vetted by us for suitability

13. Period, Renewal and Payment Contract

13.1 This contract is valid for a period of 1 year (12 months) from the date the first direct debit is collected

13.2 The contract will be automatically renewed into a monthly rolling contract unless instructed by the customer to cancel. The customer must give notice no later than 14 days before the renewal date

13.3 We reserve the right to cancel the renewal of any contract without giving a reason.

13.4 In the event of non payment of the Direct Debit cover will be suspended until the account is brought up to date and no works will be carried out

13.5 The contract is cancelled if the customer misses 3 consecutive payments without contacting after the initial 12 months period.

13.6 We reserve the right to cancel any policy at any time if a customer is found to have broken any terms in these conditions.

14. Certificates

14.1 All certificates will be held electronically by A&W Plumbing & Heating Ltd

14.2 Customers can request copies of any certificate at any time via email without charge.

14.3 Customers can request a hard copy of any certificate subject to a printing and postage charge of £5.

15. Cooling Off Period

15.1. Customers are entitled to a full refund within 14 days of signing the contract. Any breakdowns within this cooling off period will be charged at the full amount in the event of cancellation.