



Cover Plan

Terms & Conditions

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1. Introduction

We have designed these products to provide a safe, high quality service to maintain and repair your appliances covered in this agreement. It is important you read these terms and conditions carefully as they form the basis of our agreement with you.

2. About Our Packages

	Bronze*	Silver	Gold
24 Hour Customer Helpline	●	●	●
Full Annual Service	●	●	●
Free Parts & Labour	●	●	●
Priority Call Out	●	●	●
Unlimited Call Outs	●	●	●
Preferential Rates for Replacement		●	●
Radiators			●
Pipework			●
Plumbing			●
	£11.49	£16.49	£21.49

Additional Appliance service plan (with flue): £3.50

*Only applies if boiler is under manufacturer's warranty.

3. About Our Packages

3.1 Periods of Agreement

All agreements are annual contracts that are both payable monthly and renewable.

Your agreement will begin when we accept your application.

You are not covered for the first 14 days of your first period of agreement.

3.2 Price & Price Changes

The price of your agreement will not change during the period of your agreement unless you change it and/or the tax rate changes.

We will always write to tell you about any changes to your Direct Debit.

3.3 Payments

If you choose to pay by standing order, you can pay either annually in advance or monthly as the payment becomes due for that month. If you choose to pay annually, you may also pay by cheque, debit card or credit card. All of our charges include taxes at the current rate,

3.4 Annual Service Visit

We will contact you to arrange a visit to your home to carry out an ASV during each period of agreement. We will check that all appliances covered by your agreement are working in accordance with legal requirements and regulations. We will disassemble your boiler to clean and/or repair it should tests indicate that it is necessary. This is to ensure that they are safe and in good working order.

We will normally carry out an ASV around twelve months after the previous one. We will prioritise breakdowns which may result in us needing to reorganise your ASV. If this is the case you will be notified. To arrange your ASV we may contact you by phone, email, text or letter. Where contact is by letter or email, we will make 3 attempts to contact you. Should you not respond we will assume you do not wish us to carry out your ASV during this period of your agreement and move your ASV due date to the following year. If this should happen, we will not refund you any of the agreement fees. However, you will still be entitled to your ASV during the period of agreement, but you will have to contact us.

3.5 Renewals

We will contact you to let you know your agreement is about to expire, along with any changes to the subsequent years agreement. Unless you contact us and tell us you do not wish to renew, we will automatically renew your agreement for another year if you have chosen to pay by standing order.

3.6 Moving Home

Should you move home, you must contact us as soon as possible. We will come out and assess the new components as regards your existing policy to establish whether it will be covered under your agreement. Should we be unable to cover it or you no longer wish to keep your policy we will cancel it (See *4. Cancellation*).

3.7 Gaining Access and Arranging Appointments

We will only work in your property if someone over the age of 18 is present. It is your responsibility to allow us access to your property. If we cannot gain access, we will not be able to carry out any necessary work and will have to make another appointment.

If you do not arrange an appointment or we cannot gain access, your agreement will continue even though we have not been able to carry out the work. If, after several attempts, we have been unable to contact you or we still cannot gain access, we may write to you to let you know that we have cancelled your agreement.

3.8 Safety Advice

We may advise you that permanent repairs or improvements are made to keep your appliance up to code. If you do not follow our advice it may mean we cannot meet all of our obligations to you. Should this occur, your agreement will continue to run unless you tell us you would like to cancel it or we inform you we are cancelling it (See *4. Cancellation*).

3.9 Spare Parts

If our engineer does not carry the spare parts required on the day of your appointment, we will do all we reasonably can to find and install parts from our suppliers. We may use parts that have been reconditioned by the manufacturer or approved third parties.

3.10 Labour

One of our engineers will usually carry out the work. In some cases we may authorise a suitably qualified contractor to carry out the work. All our contractors are gas safe registered.

3.11 Guarantees

We guarantee to make good any faulty parts or workmanship for 12 months from the date your repair is completed. The rights in relation to any guarantee we give you apply in addition to, and do not affect, your statutory rights.

Where we install or replace your boiler we will commission and carry out a safety check at the time of installation. A separate Annual Service Visit will therefore, not be carried out for a further 12 months.

3.12 Correspondence

All terms and conditions are written in English and all correspondence will be in English. No provisions for alternative languages are provided.

3.13 Upgrades

Upgrades are changes to your system which will improve its efficiency or safety. The cost of upgrading your system is not covered by your agreement.

If an upgrade is carried out by us, it will be included in your agreement. However, should it be carried out by a third party you must inform us and we must inspect and approve it prior to any fault, before it will be covered by your agreement.

3. Cancellation

4.1 Your Cancellation Rights

You may cancel your agreement with us at any time, so long as you let us know. Cancelling your standing order without contacting us will not mean you have cancelled your agreement. If you do not inform us that you wish to cancel and your standing order does not come through, we will attempt to contact you by letter in order to rectify your account. If we do not hear from you following contact, and the outstanding payment is not made, we will cancel your agreement no less than 30 days after the missing payment. Any outstanding charges will be payable and subject to the terms outlined in *Section 4.2*.

If you cancel within the first 14 days of your agreement, we will give you a full refund of any money you have paid, unless we have carried out work, in that case cancellation charges may apply (see *Section 4.2*)

If you cancel after the first 14 days and pay by monthly direct debit we will continue to provide cover for the period your payment applies. We will then cancel your agreement and take no other payments, unless you have had work carried out. If you pay by cheque or debit/credit card or by any other means we will cancel your product at the end of the month in which you notify us. We will then provide a refund of any money you have paid for the time left to run on your agreement, unless we have carried out work, in which case, cancellation charges may apply (see *Section 4.2*).

4.2 Cancellation Charges

If you, or we, cancel any Agreement you have with us part way through your Period of Agreement and you have had work relating to that Agreement, you may be charged for cancellation.

The cancellation charge will be the total of the cost of the works less any money you have paid to us for the product during the current Period of Agreement. Your Annual Service Visit, should you have had it carried out will be charged at a rate of £70.

4.3 Our Cancellation Rights

We may cancel your Agreement in the following circumstances:

- If you do not make an agreed payment.
- If there are health and safety issues
- If you do not give us access to your property if this is needed.
- If improvements we tell you are needed (to bring your system up to code) are not completed.

If we cancel your Agreement, we will refund any money you have paid for the time left to run in your current Period of Agreement, unless we have carried out work, in which case cancellation charges may apply (see

Section 4.2).

5. Exclusions

5.1 Design & Existing Faults

We will not be responsible for the cost of repairs, or for gaining access to the repair if there is a design fault (unless we are responsible for it).

Neither will we be responsible for faults which existed prior to entering the Agreement.

5.2 Accidental Damage, Third Party Damage & Deliberate Risk Damage

We will not cover the cost of repairing accidental damage caused by you.

We will not cover the cost of repairing any work you have had carried out by anyone other than ourselves, whether following our advice or not.

5.3 All Other Loss and Damage

Unless we cause it, we will not be responsible for any loss or damage to the property as a result of your appliance or system breaking or failing.

5.4 Risks Normally Insured under Household or Other Insurances

We will not cover the costs of repairs or damage caused by freezing weather conditions, subsidence, structural repairs, accident, fire, lightning, explosion, flood or storm.

5.5 Boiler, Controls & Central Heating Exclusions

The following are not included in your Agreement;

- Repairing damage caused by scale, sludge or debris, if we have informed you on a previous visit that repairs and/or improvements are required. If when you were informed you took no further action.
- Repairing or replacing flues, including the flue terminal, that are over 1m in length.
- Repairing or replacing the flue, including the flue terminal for any open flue appliances.
- Servicing and maintaining electric boilers.
- Topping up system inhibitor levels.
- Breakdowns in the first 14 days of your initial period of Agreement.
- Internet Connected Heating Controls
- Topping up system Pressure

5.6 Other Exclusions

We will not include the following;

- Removing Asbestos associated with repairing the appliance or system. When you have had any Asbestos removed you must give us a copy of the Clean Air Certificate before we will carry out further works.
- The cost of repairing damage or breakdowns caused by changes to, or problems with, the gas, electricity or water services.
- Resetting or replacing the batteries in your system controls
- Removing sludge or hard water scale from your system or appliance.
- Repairing or replacing parts of your central heating system and controls that are specifically designed for piped or electric underfloor heating.

6. Plumbing Cover

6.1 Plumbing Cover

The following are included in your Agreement;

- Repairs or replacements inside your home if there are leaks or a mechanical failure to;
 - hot and cold pipes from the mains stopcock inside your home;
 - your cold–water storage and expansion tank;
 - leaking overflow pipes;
 - standard ball valves and toilet siphon;
 - pipes that burst as a result of cold weather;
 - central heating pipes, if there is a water leak;
 - radiator valves;
 - washing machine and dishwasher hot and cold flexible pipes (as long as they are installed to manufacturer’s instructions).
- Leaking or seized stopcocks, and/or sure-stop water switch where they are in your home, that you are responsible for. If we are unable to isolate the external stop valve, it is your responsibility to contact the local water board to isolate this before we can complete the repair.
- Parts and labour for fitting standard replacement parts. Standard replacement parts may be different from the original, for example, using a standard flush handle to replace a gold plated flush handle, unless you supply an alternative to use.
- Repairs to taps inside your home and replacing non-ceramic tap washers to repair leaks and dripping taps (not replacing the taps themselves).

General Conditions apply (see [section 3](#)). The exclusions found in [section 6.2](#) and General Exclusions also apply (see [section 5](#)).

6.2 Plumbing Cover Exclusions

The following are not included in your Agreement;

- Replacing ceramic disks in taps.
- Replacing taps, radiators or other fixtures.
- Replacing bath and shower seals and grouting.
- Repairing or replacing water softeners, combined overflow and pop up waste mechanisms, all electrical hot water pumps and parts of your water system that are designed to increase mains water pressure, water filters, swimming pools, radiators, decorative garden features, rain water pipes and guttering, waste disposal units such as Saniflo, and electrical units for toilets.
- Water pipes to or from and in detached outbuildings, fountains, swimming pools, ponds, other decorative garden features, garden taps, treatment plants, rainwater pipes, roofs, guttering and other external property.
- Repairing water supply pipes shared with other property or properties, or that are not your responsibility or are outside the boundary of your property.
- Repairing and replacing steel pipes (other than your water supply pipe).
- Dealing with temporarily frozen pipes which have not been damaged.
- Replacing or repairing spa baths or the associated components that form part of its construction. These include, but are not restricted to, pumps, jets, heating elements, pipes and tubes.
- Accidental damage caused by a party other than ourselves.

Contact Information

Housewarmers Contracts

sales@housewarmersuk.uk

Helpline:

0191 456 1929

For enquires and changes:

admin@housewarmersuk.uk