

BOILER CARE PLAN TERMS & CONDITIONS

HOMEOWNERS

BRONZE - HOMEOWNERS

Included:

- Annual Gas Safety Certificate
- Boiler Service
- CO Alarm Check
- Central Heating Health Check
- 10% Discount on Future Works

Callouts:

- One callout per year
- Up to 1 hour labour included
- Parking, congestion charge and ULEZ included

Priority:

- Priority booking ahead of non-contract customers (not instant attendance)

Parts Included:

- No parts included

SILVER - HOMEOWNERS

Included:

- Annual Gas Safety Certificate
- Priority Callouts
- Boiler Service
- CO Alarm Check
- Central Heating Health Check
- Labour Cover on Boiler Breakdowns
- 10% Discount on Future Works

Callouts:

- One callout per year
- Up to 1 hour labour included
- Parking, congestion charge and ULEZ included

Priority:

- Priority booking ahead of non-contract customers (not instant attendance)

Parts Included:

- Ignition Electrodes
- Flame Sensors
- Thermistors / Temperature Sensors
- Pressure Sensors
- Air Pressure Switches
- Fuses
- Seals, Washers & O-rings
- Minor Wiring Repairs or Connectors

Parts Excluded:

- Main PCB
- Heat Exchanger
- Gas Valve
- Fan
- Pump
- Diverter Valve
- Expansion Vessel

GOLD - HOMEOWNERS

Included:

- Annual Gas Safety Certificate
- Priority Callouts
- Boiler Service
- CO Alarm Check
- Central Heating Health Check
- Labour Cover on Boiler Breakdowns
- Parts Included
- 10% Discount on Future Works

Callouts:

- One callout per year
- Up to 1 hour labour included
- Parking, congestion charge and ULEZ included

Priority:

- Queue priority (not emergency attendance or guaranteed same-day service)

Parts Included:

- Ignition Electrodes
- Flame Sensors
- Thermistors / Temperature Sensors
- Pressure Sensors
- Air Pressure Switches
- Fuses
- Seals, Washers & O-rings
- Minor Wiring Repairs or Connectors
- Minor Control Components (excluding Main PCB)

Parts Excluded:

- Main PCB
- Heat Exchanger
- Gas Valve
- Fan
- Pump
- Diverter Valve
- Plate Heat Exchanger
- Expansion Vessel

COMMERCIAL

BRONZE - COMMERCIAL

Included:

- Landlord Gas Safety Certificate
- Boiler Service
- CO Alarm Check
- Central Heating Health Check
- 10% Discount on Future Works

Callouts:

- One callout per year
- Up to 1 hour labour included
- Parking, congestion charge and ULEZ included

Priority:

- Priority booking ahead of non-contract customers

Parts Included:

No parts included

SILVER - COMMERCIAL

Included:

- Landlord Gas Safety Certificate
- Priority Callouts
- Boiler Service
- CO Alarm Check
- Central Heating Health Check
- Labour Cover on Boiler Breakdowns
- 10% Discount on Future Works

Callouts:

- One callout per year
- Up to 1 hour labour included
- Parking, congestion charge and ULEZ included

Priority

- Priority booking subject to availability

Parts Included:

- Ignition Electrodes
- Flame Sensors
- Thermistors / Temperature Sensors
- Pressure Sensors
- Air Pressure Switches
- Fuses
- Seals & O-rings

Parts Excluded:

- Main PCB
- Heat Exchanger

- Gas Valve
- Fan
- Pump
- Diverter Valve
- Any Commercial-Grade or Premium Components

GOLD - COMMERCIAL

Included:

- Landlord Gas Safety Certificate
- Priority Callouts
- Boiler Service
- CO Alarm Check
- Central Heating Health Check
- Labour Cover on Boiler Breakdowns
- Parts Included
- 10% Discount on Future Works

Callouts:

- One callout per year
- Up to 1 hour labour included
- Parking, congestion charge and ULEZ included

Priority

- Queue priority only (not emergency attendance)

Parts Included:

- Ignition Electrodes
- Flame Sensors
- Thermistors / Temperature Sensors
- Pressure Sensors
- Air Pressure Switches
- Fuses
- Seals & Washers
- Minor Wiring and Connectors

Parts Excluded:

- Main PCB
- Heat Exchanger
- Gas Valve

- Fan
- Pump
- Diverter Valve
- Plate Heat Exchanger
- Expansion Vessel
- High-Value Commercial Components

LANDLORD ASSIST

(Applies to the Landlord Assist Package only)

What Landlord Assist Includes

Landlord Assist is a light-duty maintenance and compliance support plan designed for minor issues and statutory checks only.

Included Services

- Annual Landlord Gas Safety Certificate (CP12)
- Annual Boiler Service
- Boiler & Controls Fault-Finding (Repair Only)
- Minor Plumbing Repairs
- Central Heating Health Check
- Local Internal Drainage Issues
- Toilet & Tap Repairs
- Labour for Minor Repairs
- Parking, Congestion Charge and ULEZ Included

Repairs vs Replacement (Important)

All services under Landlord Assist are provided on a repair-only basis.

Repairs Included

- Minor Leaks
- Valve Repairs
- Seals, Washers and Small Fittings
- Toilet Mechanisms (Repair Only)
- Tap Repairs (Washers and Cartridges where viable)
- Minor Boiler or Control Faults

Not Included

- Boiler Replacement
- Cylinder Replacement
- Radiator Replacement
- Pipework Replacement

- **Sanitaryware or Fixture Replacement**
- **System Upgrades or Alterations**
- **Bathroom or Kitchen Installations**
- **Cosmetic Works**
- **Power Flushing**
- **Drain Excavation**
- **Drain Jetting**
- **CCTV Drain Surveys**

Plumbing Cover Clarification

Plumbing cover is limited to:

- Minor internal plumbing repairs only

Exclusions

- Boiler Replacement
- Cylinder Replacement
- Radiator Replacement
- Pipework Replace

Drainage Cover Clarification

Included

- **Local internal blockages**
- **Toilets**
- **Basins**
- **Sinks**

Excluded

- Main drains
- External drainage
- Shared or communal systems
- Jetting
- Excavation
- Drain relining

Boiler & Controls

Boiler and controls cover applies to fault-finding and repair only.

Parts supplied are limited to basic components.

Major components are excluded.

Included Parts (Basic Components Only)

- Sensors
- Electrodes
- Thermistors
- Pressure Switches
- Small Control Components

Excluded Parts

- Heat Exchangers
- Main PCBs
- Fans
- Gas Valves
- Premium Components
- Commercial-Grade Components

Additional Conditions

- Cover applies to one property and one boiler only.
- Pre-existing faults are excluded.
- Unsafe or non-compliant appliances may be declined.