



BERKSHIRE EAST PLUMBING & HEATING

LEVEL 1 – HEMOCARE BASIC PACKAGE – Monthly Payments: £8.00

Designed to help spread the cost of an annual boiler service.

To keep your warranty with Worcester Bosch validated you need to service your boiler every year. Berkshire East have tailor-made this package to ensure that you never miss a service. We will contact you one month before your it is due to book your annual boiler service.

What's Included:

- Examination of your boiler and the controls to make sure they are working correctly
- Using a flue gas analyser to ensure that your boiler is running within the specified parameters of the manufacturer
- Check for signs of corrosion or leaks
- Removal of your boiler's casing so that the inner components can be assessed and cleaned, including the heat exchanger so that your boiler keeps running as efficiently as possible
- If your boiler is condensing we will clean out the condensing trap
- If you have a magnetic filter we will clean this and remove any sludge build up
- Test for carbon monoxide emissions
- Replacing of your boiler's casing checking the seals are still in order and functioning properly

Duration of cover:

The length of your agreement is a minimum of 12 months from the date we accept your application and runs until your agreement runs out. Your agreement will renew automatically until you tell us to stop. You agree to inform us immediately of any changes to your contact details or if you move away.

Terms:

We will schedule in routine boiler servicing between 8.00am and 5.00pm Monday to Friday. If your boiler requires repairs which cannot be completed by the manufacturer's warranty, Berkshire East will quote for the repair work and complete the service once the repairs have been completed.

If you have an emergency we aim to get an engineer to you within 24hrs of receiving the call. This does not extend to the exclusions and Berkshire East will retain the right to charge for such works at our normal hourly rate.

Exclusions:

Homecare Basic Package includes routine Annual Boiler Service only.