



## BERKSHIRE EAST PLUMBING & HEATING

### **LEVEL 2 – HEMOCARE PACKAGE – Monthly Payments: £18.00**

Exclusively available to our customers who have had a boiler installed by Berkshire East Plumbing & Heating.

Designed to cover your central heating system and eliminate the worry of expensive call out charges; if something goes wrong all you need to do is pick up the phone and give us a call!

#### **What's Included: Your annual boiler service and investigation, diagnosis and repair of the following:**

- Boiler operation
- Heating and Gas Pipework
- Header Tank
- Hot Water Cylinder
- Immersion
- Heating Programmer
- Room Thermostat
- Cylinder Thermostat
- Heating Control Valves
- Heating Circulation Pump
- Radiators (not including towel, designer and curved models)
- Radiator Valves
- Pressure Relief Valve
- Expansion Vessel
- Condense Pipe
- External Filling Loops
- Scale Reducer

We will cover any of the above on a service and repair basis and, with the exception of the boiler, cylinder and radiators, if any of the above cannot be repaired, Berkshire East will supply and fit replacements.

#### **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. You have a 14-day cooling off period from the date we accept your application. 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.



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## Terms:

You will be covered 365 days a year. Homecare will only be offered after a survey has been carried out of your heating system. We will share the survey report with you and let you know of any exclusions. We reserve the right to refuse to provide Homecare Package. A charge of £50.00 may be made to complete the survey.

Fees are payable in advance either in full by credit/debit card or bank transfer, or monthly by standing order or direct debit into the bank account nominated by Berkshire East.

We will schedule routine work such as boiler servicing between 8.00am and 5.00pm Monday to Friday. 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 exclusion and Berkshire East will retain the right to charge for such works at our normal hourly rate. We will apply an excess of £50.00 to each repair and a limit of £1,500.00 for each repair.

Service (including excluded works) and the cost of replacement parts not covered under the Homecare Package will be subject to additional charges and payable within five working days of receiving our invoice.

For your Homecare Package to be valid all appliances included in the plan must be used in accordance with the instructions and advice of the manufacturer or Berkshire East guidelines. You should not move or make any addition, modification or adjustment to it without Berkshire East's written consent. You must have an annual boiler service and safety check completed by a Berkshire East Gas Safe registered engineer. Maintain and make available to Berkshire East records of the operation, and any malfunction of the equipment. Report all faults of the equipment to us immediately when the fault occurs and not seek third party interference with the equipment without the express written consent of Berkshire East.

Berkshire East reserves the right to terminate the agreement at any time provided that fees paid in advance of the termination are reimbursed in full. Should you not pay the agreed amount of the due date then Berkshire East will terminate the agreement immediately and without notice.

Access may be required for some investigations and repairs and we will discuss this with you before beginning work – we may ask you to confirm in writing that you have given your permission. While we will do our best to limit damage, we are not liable for any damage incurred to gain access to investigate or make repairs. We will reinstate floor boards only and we will level up after accessing buried pipes or wires – for example we will screed but not retille. If you do not want us to create the necessary access we will suspend the work until you have arranged access.

Any losses incurred by you – eg time off work, additional costs of heating your home – are excluded.

Faults caused by structural repairs, subsidence, accident, fire, flood, lightning strike, extreme weather conditions are excluded from cover.

In the event that we are unable to repair your boiler we will provide you with a quote for a replacement.

No call outs will be made in the first 14 days of the cover.



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### Exclusions:

Boiler, cylinder and radiator replacements  
Frozen pipework, steel pipework  
Under floor heating  
Nest and/or Hive controls  
Setting controls, programmer and thermostats  
Curved, towel and designer radiators  
Cosmetic damage, accidental or third party damage  
Any heating improvements made by yourself or third party  
Any poor, previous workmanship that was carried out incorrectly and against the manufacturer's instructions  
Any parts not supplied or chosen by us, custom or designer parts  
Outbuildings and/separate buildings  
Any part of the system that is connected with swimming pools, spa baths or hot tubs etc  
Topping up the inhibitor unless we removed it  
Faults caused by sludge and/or limescale build up  
If we've told you a repair is required  
Repair or replacement of flues and flue terminals or any flue over 1m in length  
Resetting controls, battery replacements, topping up pressure, bleeding the radiators  
Faults caused by pests  
Drains, soil stacks, shared drains, waste pipes etc  
Household electrics  
Gas appliances such as fires (service only)  
Repairs or replacement required due to change in legislation and/or Health & Safety guidelines  
Areas suspected of containing hazardous materials  
No work to bring the property up to building regulations  
Upgrades will be chargeable  
Repairs on faults, breakdowns or stoppages deemed by Berkshire East to be pre-existing before the start date or which occur during the first 28 days of the state date unless the work was carried out by Berkshire East.

We can quote to service, repair and/or replace any of the above exclusions.