

B.Brill Plumbing & Heating LTD Boiler Service 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 Service Plan terms and conditions extremely clear so you know exactly what is and isn't covered.

1. Scope of Contract

1.1 B.Brill 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 B.Brill Plumbing & Heating LTD

1.3 This contract is strictly a maintenance contract and is not an insurance policy. B.Brill 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 Plan

2.1 Boiler Service Plan

Here is what is included in our Boiler Service Plan:

- Annual Boiler Service Included
- Annual System Water Test
- Annual Carbon Monoxide Test
- 10% discount for wear and tear parts

3. Components of the System

3.1. Your heating system is made up of a number of different components. No parts are replaced as part of this plan. This plan is intended to keep your boiler within the warranty agreement with the boiler manufacture and the boiler manufacture will replace any parts as per their warranty agreement with you.

We are happy to offer a 10% discount for wear and tear parts like burner seals and electrodes which are not covered under warranty.

Below you find information on each of the benefits within our service plan. Please refer back to 'Our Plan' above to see which items below are included in our 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 B.Brill 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 is not included in the Service Plan.

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 free

7. Exceptions

7.1 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)

7.2 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.

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

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

7.5 Replacement of cosmetic parts such as boiler casings and covers

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

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

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

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

7.10 Any defects caused by existing Design or workmanship defects

7.11 We will not cover the cost of gaining access to your system or pipeline if it is not accessible, for example, concealed pipework

7.12 Replacing any bathroom fittings, fixtures, showers or sanitary ware

7.13 Heat exchangers including a plate to plate type

7.14 No parts are replaced as part of the plan

8. Missing / Cancellations of Appointments

8.1 Customers that have arranged an annual service are given a morning or afternoon slot, if the engineer attends and the customer is not available a rebooking amount of £10 is charged to re-attend.

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

9. Use of Subcontractors

9.1 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

10. Period, Renewal and Payment Contract

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

10.2 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

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

10.4 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

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

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

11. Certificates

11.1 All certificates will be held electronically by B.Brill Plumbing & Heating LTD

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

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

12. Cooling Off Period

12.1. 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.