



**CROSTON PLUMBING & HEATING**

**PLATINUM:  
BOILER PLUS EXTRA  
(£24.95 PER MONTH)**



**[WWW.CROSTONPLUMBING.CO.UK](http://WWW.CROSTONPLUMBING.CO.UK)**

**01257 452 879**

# PLATINUM: BOILER PLUS EXTRA (£24.95 PER MONTH)

Includes all the benefits of boiler plus with the additional standard radiators (no decorative etc), central heating pipework, and hot & cold pipework up to the connection of an accessory i.e. the connection to a tap or shower valve

## What's covered in your plan:

- Boiler efficiency check
- Annual boiler service
- Priority call out
- Boiler repairs including labour & parts
- Assistance with boiler controls (during annual boiler service)
- Central Heating System, Inc. Pump, Radiator valves, Pipework & Control valves
- Standard Time clocks, Programmers, Room thermostats Repairs to gas pipework after the meter up to the boiler
- Repairs only to hot water cylinders and immersion heaters
- Hot and cold water pipes from the internal mains stopcock

# PLATINUM: BOILER PLUSEXTRA (£24.95 PER MONTH)

## What's not covered in your plan:

- Please see our full terms & conditions that are set out on this leaflet.
- Pipework that is not easily accessible or buried into the fabric of the building
- Taps or cartridges
- Replacing showers or cartridges
- Electric showers or any associated supply or controls
- Repairing or replacing the mains cold water stopcock, water softeners, shower
- Pumps and mixer valves combined overflow and pop up waste mechanism, booster pumps, water filters, swimming pools, decorative garden features, rainwater pipes and guttering, macerators and electrical units for toilets
- Repairing or unblocking drains
- Showerheads or shower controls
- Cosmetic damage that affects the appearance but not the function

Please note: As part of your boiler care plan, we will survey your boiler yearly. This will be performed during your annual service. This is to check that your boiler is still in working order as it ages. If your boiler is approaching the end of its warranty or is beginning to fail, we would consider whether to repair it or recommend you replace it with a new one. We reserve the right to cancel your plan should you choose not to undertake our advice on repairing or replacing your boiler should we deem it necessary.

## WHAT IS INCLUDED IN YOUR BOILER SERVICE WITH CROSTON PLUMBING & HEATING

- A visual inspection of the flue.
- Inspection and, where necessary, cleaning of the burner, combustion chamber, any injectors and heat exchanger.
- Inspection of ignition devices i.e. pilot lights and/ or spark and flame sensing electrodes.
- Checking the integrity of all seals and gaskets.
- Ensure that any condensate traps and drains are free from debris.
- Testing the appliance in accordance with the Manufacturer's instruction to ensure:
  - The heat input and/or operating pressure are correct.
  - The effectiveness of the flue.
  - That all ventilation requirements are to current standards.
  - The correct operation of all safety devices and that the boiler is safe for continuous use.
- A final combustion analysis and measurement against tolerances set by the manufacturer's instructions.
- A test of all disturbed gas connections.
- Carry out functional testing of heating and hot water.
- A visual inspection of any other encountered gas appliances.
- Written notification of any gas safety defects which may affect the safe operation of your appliances.
- An assessment of your current heating controls and best practice advice regarding energy efficiency.
- Heating controls and best practice advice regarding energy efficiency.
- The servicing of a system filter (if there is already one in place). We will however not repair or replace a system filter.

## WHAT IS NOT INCLUDED IN YOUR BOILER SERVICE WITH CROSTON PLUMBING & HEATING

- Any maintenance or remedial work that is not part of the boiler service.
- A test of the gas installation pipe work, unless there is a known or suspected escape of gas.



## GENERAL INCLUSION

### Platinum: Boiler Plus Extra

The following components are excluded in your agreement:

- Pipework that is not easily accessible or buried into the fabric of the building.
- Taps or cartridges
- Replacing showers or cartridges
- Electric showers or any associated supply or controls
- Repairing or replacing the mains cold water stopcock, water softeners, shower booster pumps, water filters, swimming pools, decorative garden features, rainwater pipes, guttering, macerators, and electrical units for toilets
- Repairing or unblocking drains
- Showerheads or shower controls
- Cosmetic damaged that affects the appearance but not the function

### Other Exclusions

- Pre-existing faults in your systems that we were aware of following the assessment visit.
- Any damage caused by changes or issues related to your water, electrical or gas supply.
- Any damage caused by external factors such as extreme weather, structural issues, fire or explosions.
- Fixing any deliberate damage or misuse which, upon inspection, we discover was caused by incautious handling by yourself or anyone, without our explicit direction.
- Damage caused by anyone but us. If anyone carries out any work on elements included in your plan, your cover doesn't include putting that right.
- Pump failure due to system being used with no pressure.



Replacement of cylinders and radiators which are in excess of 15 years old are not covered under this agreement (repair only if possible). Replacement of these parts will be chargeable. Designer and decorative radiators are not covered. Any costs associated with changes required to your system to ensure it complies with current legislation and industry standards will not be covered by any agreement.

Examples include replacing/upgrading flues or vents that do not meet safety current standards. We will not provide cover for the cost of repairs needed because of design faults/manufacturing defects even if this was not picked up at the initial inspection.

Upgrades requested to improve your system

Radiators may need to be replaced because they are blocked with sludge. We reserve the right to charge for work required to rectify blockages (e.g. rubble, sludge and scale), removal of asbestos. This work may be needed to make sure your system or appliance works properly.



## Cancellations

Should you not be happy with the services we have provided, you can choose to cancel your agreement. To request a cancellation, you can simply get in touch with our office on 01257 452879 or e-mail us at [info@crostonplumbing.co.uk](mailto:info@crostonplumbing.co.uk)

If you cancel within the 14 days of the cooling off period, we will issue a refund for the amount paid, if we have carried out an annual service or landlords gas safety certificate during the assessment visit you will be liable to cover the full cost of this service in the amount of £80 plus VAT. If you choose to cancel after the initial administration period of 14 days, you are liable to pay the full amount of your chosen cover plan to the end of the period your last payment is for.

Regardless of a cancellation of the Direct Debit through your bank you are still contractually bound to follow our cancellation procedures and we reserve the right to take every step that is necessary to retrieve any outstanding payments or cancellation charges. If we cannot get in touch with you following 30 days of a failed payment, your agreement with us will be automatically void and you will be liable to pay for any work that we have completed to date.

These charges have been calculated as follows:

- £100 plus VAT for any Boiler repairs or replacements.
- £100 plus VAT for any Central Heating repairs or replacements.
- £85 plus VAT for all other completed repairs or replacements.
- £80 plus VAT for a Gas Safety Certificate.



## Complaints


We will always endeavour to carry out our work in a manner that we hope will result in there being no complaints, however where a complaint does arise and we cannot resolve a complaint using our own complaints procedure, we use Ombudsman Services Ltd for dispute resolution.

We however have never had a customer complaint issue escalate to this level and have always been able to resolve the complaint quickly and professionally

### Our Cancellation Rights

There might be instances in which we may wish to cancel the agreement with you.

#### They are as follows:

- We may cancel if you fail to regularly process the agreed payment(s).
  - We may cancel if you have provided us with false information regarding yourself or the property.
  - We may cancel if you persistently fail to provide adequate access to your property.
  - We may cancel if you persistently fail to respond to our calls, e- mails or letters.
  - We may cancel if we cannot proceed with repairs following a reasonable inability to find adequate parts.
  - We may cancel if you do not follow our advice, whether it concerns health, safety or any improvements we have advised you carry out.
  - We may cancel if we find any member of our staff has been working under poor or unsafe conditions, verbally or physically abused, harassed at any point of contact with you or discriminated against.
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# STANDARD TERMS FOR ALL OUR CARE PLANS

## General Conditions

**All information provided must be honest, true, factual and not misleading throughout the care plan agreement**

- Your boiler must have been installed, maintained and used in accordance with the manufacturer's instructions.
- Your boiler service records must be completed in full, with the correct dates
- If your boiler breaks down or malfunctions, you must take reasonable steps to limit damage, e.g. stop using it if this is likely to cause further damage.
- You must ensure that monthly amounts are paid on time and when due, continuous bounced payments will result in your plan being terminated.
- It is your responsibility to ensure that someone must be at your home when our engineer arrives and this person needs to be 18+ years old. In the event that our service engineer is not able to carry out the annual service or onsite visit because no one is home, you will be charged our standard call-out fee.

## Prices & Payment

All agreements are monthly payable for a minimum term of 12 months. At the end of your 12 months agreement, the plan will continue on a rolling monthly agreement. All monthly payments will be processed by Direct Debit.

The price for your chosen plan is outlined in this agreement and will not change during this period unless an upgrade request from you takes place. We reserve the right to adjust our prices but will always notify you before an amendment takes place, either by e-mail, letter or phone call.



## **Prices & Payment**

We reserve the right to claim any unsuccessful payments, up to 1 week of their due date. If a call-out is booked, we will ask you to process payment before we start any work.

## **Upgrades**

Should you wish to upgrade, you are welcome to do so at any point during your existing contract after the first 14 days of the administration period. This is subject to a new engineer visit, where a new assessment form is completed to supplement the information on your plan. In this case there will be an incurred charge of £40 plus VAT. Changing your plan to a lower tier is not applicable at this point.

## **Cooling Off Period and When you are Fully Covered**

For all our plans, there will be a cooling-off period of 14 days from the time you sign up for your plan. Your plan does not start until 14 days after the initial cover start date, until this time you will not be covered under any circumstance.

You will receive a copy of the terms and conditions we require either a signed copy or an email accepting these terms back to us before the end of this 14 day period. None acceptance of these terms and conditions will be deemed as acceptance if not cancelled within the administrative period.



## Assessment Visit

If you wish to register with us, we will need to arrange an assessment visit prior to the start of the cover or within 21 days of signing up for one of our plans. During the assessment visit we will carry out an initial boiler service, **chargeable at £85.00 + VAT** to assess the health of your boiler and central heating system and ensure your service record is up to date. Following from the assessment visit, we'll advise the best plan for your needs.


Our engineers will carry out a thorough inspection of the elements covered in your plan to ensure their condition is as described and that there are no underlying pre-existing faults. If there are pre-existing faults found on the assessment visit, we will be able to quote for these to be made right, quoted repairs will not be included in the benefits of the plan. These will need to be made right before the plan will become effective. Should there be any issues with your boiler or heating systems, we are entitled to refuse to carry out any further work and may wish to cancel your registration.

## Customer Responsibilities - Moving House

It is your responsibility to let us know you are moving or purchasing a second house as soon as possible. Once the information is received, we can set up a new agreement or transfer your existing agreement to your new address and book an initial assessment visit for the new property, which will incur a charge of £40 plus VAT

## Customer Responsibilities - Gaining Access

It is your responsibility to provide prompt access to your property whether it is your home or a rented property occupied by tenants and to ensure there is always someone aged 18 or over present when we call. If your property is rented, the letting agent or tenant can call us directly to arrange the engineer's visit.



## **Customer Responsibilities - Gaining Access**


Should we fail to gain access, you will have to get in touch with us to arrange another visit, which will result in a call-out charge of £40 plus VAT. For annual inspections, you will be able to choose between a morning appointment (8:00 am- 12:00 pm) or an afternoon appointment (1:00 pm- 5:00 pm) Monday to Friday.

## **Our Responsibilities - Call-Outs**

If you have signed up to one of our plans, call-outs are covered even during busy periods. You are limited to 2 callouts per year, per care plan. We will always ensure to provide all the support needed when you report a problem to us and will try our best to accommodate your request in our schedule within a 48-72hr time frame unless something beyond our control makes that impossible - In which case we will let you know as soon as possible and give you another time we can visit. We have the right to prioritize based on need and severity.

We guarantee to always deliver the highest standard of workmanship and take full responsibility for any poor or faulty part installed for a period of up to 12 months following the repair. We won't cover costs for making good or replacing original surfaces, constructions or redecorations. If the original surface was damaged as a result of the fault by which you have requested a call-out, such as a water leak, we will not replace it. We will not cover for any improvements in your boiler, appliances or system that do not require any repairs and that are in good working order.

We will not carry out any work on central heating systems or general plumbing unless you are specifically signed up to one of our plans which covers it. Should we perform any repairs outside of your cover, the costs will be invoiced separately.



### **Customer Responsibilities - Domestic Use**

By signing this agreement, you acknowledge that all your systems and appliances are for domestic use only and, not for commercial purposes in any circumstance.

### **Customer Responsibilities - Agreement Limitations**

This agreement is non-transferable and no person other than yourself (person named on the agreement), or a legal partner is authorized to amend or cancel it.

### **Customer Responsibilities - Safety Advice**

When applicable, we may advise you that your boiler or heating systems require permanent repairs or upgrades which may not be covered by your plan to comply with safety regulations. It is your responsibility to note and follow our advice, otherwise, you might be at risk of having the agreement cancelled or amended to reflect these directions.

### **Our Responsibilities - Labour**

For every visit or call out we make our company will always supply a gas-safe registered engineer or a qualified plumber. We take responsibility for their professionalism and discretion when undertaking the work, but should the occasion arise in which they are absent for reasons beyond our control, we will ensure to provide an equally as suitable engineer or plumber to carry out the job on our behalf.



Google ★★★★★



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