



## BERKSHIRE EAST PLUMBING & HEATING

# HOMECARE PACKAGE

Exclusively available to customers who have had a boiler installed by Berkshire East Plumbing & Heating Ltd (BEPH).

We appreciate that you have chosen us to install your new boiler and understand that your plumbing and heating needs don't stop there. We have therefore created a home care package which offers you a great service at a competitive rate. No need to worry about 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:

- Repairs to your boiler, thermostat and programmer
- Annual service
- Repair or replacement of pipe work, cylinder, immersion and pumps

Please see below for a more detailed list

We can't cover everything – the exclusions are detailed below – but we do offer the same, if not more, than other big name companies.

#### WHAT'S INCLUDED IN THE HOME CARE PACKAGE

Perfect cover (if you have had a new boiler installed which is covered under the manufacturer's warranty) for your heating system, includes an annual boiler service and safety check.

#### Investigation, diagnosis and repair of the following:

- Boiler
- Heating and gas pipe work
- 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

If any of the above cannot be repaired, BEPH will supply and fit replacements.

#### DURATION OF COVER

The length of your Homecare package agreement is a minimum of twelve months. Cover begins on the date that we accept your application until your agreement runs out.

All agreements will automatically be renewed at the end of the agreement term, unless you contact us and inform us that you wish to cancel your policy.

Cover will only be offered after a survey has been carried out of your heating system.

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# BERKSHIRE EAST

PLUMBING & HEATING

## **TERMS**

BEPH offers three options – Homecare, Premium Homecare and Premium Plus Homecare packages - simply choose the service that is right for you.

You will be covered 365 days a year. We will schedule in 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 24 hours of receiving the call. This does not extend to the exclusions and BEPH will retain the right to charge for such works at our normal hourly rate.

If BEPH attend a call out to your property which is not included in your cover plan then a call out charge of £80 plus VAT will be incurred.

The plan does not include repairs on faults, breakdowns or stoppages deemed by BEPH to be pre-existing before the start date or which occur during the first 28 days of the start date unless the work was carried out by BEPH.

Fees are payable in advance either in full by credit/debit card or monthly by standing order into the bank account nominated by BEPH.

Services (including excluded works) and the cost of replacement parts not covered under the home care package will be subject to additional charges and payable within five working days of receipt of our invoice.

For your cover to be valid all appliances included in the plan must be used in accordance with instructions and advice of the manufacturer and BEPH guidelines. You should not move or make any addition, modification or adjustment to it without BEPH prior written consent. You must have an annual service and safety check completed by a BEPH Gas Safe registered engineer. Maintain and make available to BEPH 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 BEPH.

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

## **EXCLUSIONS**

Frozen Pipework.

Under floor heating.

Curved, towel and designer radiators.

Cosmetic, 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 manufacturer's instructions. (We will come out and investigate, diagnose and quote for all the above at no extra charge).