

Enflame Heating and Plumbing Service Plans 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 Service Plans terms and conditions extremely clear so you know exactly what is and isn't covered.

1. Scope of Contract

1.1 Enflame Heating and Plumbing will provide the level of cover described within the 'Plan Summary' below for the Silver, Gold and Platinum Boiler Service and Heating Plans subject to an initial chargeable service and inspection. An initial service and inspection is not required for our Service Plan Plus.

1.2 When referring to 'We' this refers to Enflame Heating and Plumbing, which is a division of Plumb Solutions LTD.

1.3 This contract is strictly a maintenance contract and is not an insurance policy. Enflame Heating and Plumbing 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 Plans

2.1 basic service plan

- Annual Boiler Service or Landlord safety certificate (dependant on the number of gas appliances which may change the monthly fee)
- Annual Carbon Monoxide Test
- Annual Smoke Alarm Test
- Annual Gas Meter Check and Test
- Discounted Labour Rates 10% discount

2.2 Service Plan Plus Here is what is included in our Service Plan Plus:

- Annual Boiler Service or Landlord safety certificate (dependant on the number of gas appliances which may change the monthly fee)
- Annual Carbon Monoxide Test
- Annual Smoke Alarm Test
- Annual Gas Meter Check and Test
- Discounted Labour Rates 20% discount

1 x Free Call Out

2.3 Silver Service Boiler and Heating Plan Here is what is included in our Silver Service Boiler and Heating Plan:

- Annual Boiler Service or Landlord safety certificate (dependant on the number of gas appliances which may change the monthly fee)
- Annual Carbon Monoxide Test
- Annual Smoke Alarm Test

- Annual Gas Meter Check and Test
- Discounted Labour Rates
- Boiler Repairs (Parts & Labour only)

2 x free call outs

2.4 Gold Service Boiler and Heating Plan Here is what is included in our Gold Service Boiler and Heating Plan:

- Annual Boiler Service or Landlord safety certificate (dependant on the number of gas appliances which may change the monthly fee)
- Annual Boiler Service Included
- Annual Carbon Monoxide Test
- Annual Smoke Alarm Test
- Annual Gas Meter Check and Test
- Discounted Labour Rates
- Boiler Repairs (Parts & Labour only)

2 x free call outs

2.5 Platinum Service Boiler and Heating Plan Here is what is included in our Platinum Service Boiler and Heating Plan:

- Annual Boiler Service or Landlord safety certificate (dependant on the number of gas appliances which may change the monthly fee)
- Annual Boiler Service Included
- Annual Carbon Monoxide Test
- Annual Smoke Alarm Test
- Annual Gas Meter Check and Test
- Discounted Labour Rates
- Boiler Repairs (Parts & Labour only)
- Heating System Repairs
- Boiler Replacement labour only

3 x free call outs

2.6

Platinum extreme – 39.99

Annual Boiler Service

Annual Carbon Monoxide Test

Annual Smoke Alarm Test
Gas Meter Check/test
Water test
Discounted Labour Rates
Boiler Repairs
Radiators
Radiator Valves
Controls (Not Smart)
Parts 100% discount (unvented cylinder not included)
Labour 100% discount
Motorised valves
Pump
Vented cylinder
Unlimited call outs
Boiler replacement labour only
Electrics call out cover
Plumbing call out cover

2.7 Boiler Extended warranty new installations only

Boiler repairs
Labour
Parts
Call outs
All covered for the full warranty period

2.8 Electrics

We cover the initial call out of the electrician to trace the fault only and repair to the value of £100 towards parts. Any additional work is down to the customer for any extra work required through the electrician separately.

2.9 Plumbing

We cover the initial call out and make safe if required. All labour costs are covered towards fitting of any plumbing required. All parts that are required, the costs are down to the customer like i.e taps etc.

3. Components of the System

3.1. Your heating system is made up of a number of different components. The components of the heating system covered within each plan are as follows:

3.2 Silver Service Boiler and Heating Plan

- Boiler and all internals
- Radiators
- Radiator Valves ● Controls (excluding smart controls)

3.3 Gold Service Boiler and Heating Plan

- Boiler and all internals
- Radiators
- Radiator Valves
- Controls (excluding smart controls)
- Vented Water Cylinder
- Pump
- Motorised Valves

3.4 Platinum Service Boiler and Heating Plan

- Boiler and all internals
- Radiators
- Radiator Valves
- Controls (excluding smart controls)
- Internal Gas Pipes
- Vented Water Cylinder
- Pump
- Motorised Valves

3.5 Where a radiator requires changing we will only change for a standard white radiator

3.6 If we recommend that your heating system requires a flush we will provide you with a quotation and once the system is cleaned we will continue with any service plan in place. Below you will find information on each of the benefits within our service plans. Please refer back to 'Our Plans' above to see which items below are included in each 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 or 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 between March and August, Monday to Friday between 9am and 5pm unless otherwise agreed by Enflame Heating and Plumbing

5. Annual Carbon Monoxide Test

5.1 We will complete a test to check all carbon monoxide detectors in the property are working correctly once per year

5.2 If no carbon monoxide testers are present in the property we are able to fit for free

6. Call Outs

6.1 Unlimited calls out apply as long as there is fault present, if we inform you that the issue is not a fault or not covered and you call us out we will have the right to charge at our standard rates.

6.2 We may fit replacement parts that are adequate but not the same as the defective part(s).

6.3 New Parts will only be fitted where old ones are beyond reasonable repair. We will be the sole arbitrators as to the condition of parts.

6.4 We will endeavour to attend all breakdowns within the timeframes below based on your plan: Basic Plan/Silver/Gold: Breakdowns reported before 4pm within 48 hours

Platinum Plan: Breakdowns reported before 4pm within 24 hours

Platinum extreme Plan: Breakdowns reported before 4pm within 24 hours

6.5 In the event of a breakdown being reported on Saturdays, Sundays, Bank Holidays or after 4pm, we endeavour to attend the property within the timeframes below based on your plan:

Basic Plan/silver/gold: Within 72 hours Platinum Plan: Within 72 hours

Platinum extreme Plan: Within 72 hours

6.6 The timeframes outlined above are subject to workload and availability

7. Boiler Replacement

7.1 If your boiler is under 7 years of age and deemed unrepairable we will replace the boiler like for like, we will need to see proof of the original date of installation. For boilers over 7 years a loyalty discount will be applied to the cost of fitting a new boiler

8. Exceptions

- 8.1 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)
- 8.2 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.
- 8.3 Pre-existing faults and defects in the design or installation of the system.
- 8.4 Any breakdowns caused by blocked drains backing up into the boiler.
- 8.5 Replacement of cosmetic parts such as boiler casings and covers
- 8.6 Faults caused due to the fabric of the building, for example pipes in walls bursting due to Subsidence
- 8.7 Any defects caused due to malicious actions, misuse or third party interference.
- 8.8 Any defect caused by; fire, flood, lightning, explosion, storm, frost, terrorism, impact of any other extraneous cause.
- 8.9 We will not be held responsible for delays in the provision of parts from suppliers or delivery firms
- 8.10 If invalid or misleading information has been provided.
- 8.11 If on our first visit we find a fault with system/systems.
- 8.12 If we have advised that a permanent repair is needed to make sure your appliance or system is working properly and safely and you have not acted to resolve in an appropriate manner.
- 8.13 Anyone other than one of our engineers/subcontractors carries out work on the system.
- 8.14 If health and safety issues arise from your property or persons in property.
- 8.15 If Work has been carried out by someone else on the system not authorised by us.
- 8.16 Designer radiators and towel rails will be attempted to be repaired but not covered for replacement
- 8.17 As boilers get older for many reasons they become noisy, where noise is down to the age of the appliance we will not class this as a fault and is not covered under any plan.
- 8.18 We are not liable for any repairs to which we cannot gain reasonable access, removal of any obstructions will be at our sole discretion and will reserve the right to charge you at our standard rates. We may insist that you arrange for the obstruction prior to us carrying out the repair, we will not be held liable for any making good unless it's down to our negligence.
- 8.19 Any loss or damage to any property caused by the boiler, heating system or plumbing system breaking down for example damage to ceiling due to a leak.
- 8.20 The cost of removing sludge or scale from the system and the damage caused or adding corrosion inhibitor would not be covered.
- 8.21 Boiler repairs are limited to £250 in the first three months of your plan.
- 8.22 Removal of dangerous materials for example asbestos. 8.23 Any part of a flue concealed within the fabric of the building.
- 8.24 The gas supply from the meter to the boiler and or other appliances.
- 8.25 Adjustments to time controls unless already on site.
- 8.26 The cost of a new boiler if parts become unreasonably available, at our sole discretion.
- 8.27 Accidental damage, theft or malicious damage.

8.28 Routine maintenance, cleaning, descaling, turning on or lighting up the system, clearing airlock or blocked pipes, bleeding system, topping pressure up.

8.29 Loss or damage caused by your equipment not working or costs arising from gaining access, this includes pipes under the floor or in the fabric of the building.

8.30 Repairs that will cost over £400.

8.31 Replacement of showers or taps.

8.32 Below Ground drainage.

8.33 Mains supply pipe. 8.34 Replacement of Unvented Cylinders.

8.35 Replacement of baths, shower cubicles, basins and toilets.

8.36 Permitted by law where we are in breach of the terms of this contract or cannot honour the agreement the maximum liability will be limited to the cost of the relevant service plan you have in place. (Up to the amount you have paid for the current year). Under no circumstance are we liable for loss of earnings, profit, loss of goods, loss of business. None of these conditions limit us from the liability relating to death or personal injury from our negligence.

9. Missing / Cancellations of Appointments

9.1 Customers that have arranged a breakdown callout or annual service are given a time slot, if the engineer attends and the customer is not available the value of the breakdown callout or annual service will be charged.

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

9.3 Annual boiler service or landlord certificate: If this is included in your plan we will try to arrange a visit for this to take place but you remain responsible for it happening within the contract.

10. Use of Subcontractors

10.1 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

11. Period, Renewal and Payment Contract

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

11.2 The contract will be automatically renewed into a yearly rolling contract unless instructed by the customer to cancel. The customer must give notice no later than 14 days before the renewal date

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

11.4 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

11.5 The contract is cancelled if the customer misses 3 consecutive payments without contacting after the initial 12 months period. Failure to make payments within the initial 12 month period will result in £15 administration fee on the account along with payment to get the account balance up to date

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

11.7 If a service plan is cancelled part way through the year we reserve the right to charge for any services and/or repairs we have carried out at our standard rates.

12. Certificates

12.1 All certificates will be held electronically by Enflame Heating and Plumbing

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

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

13. Cooling Off Period

13.1 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