

## Homecare Terms & Conditions

What We Include	Homecare Basic (Gas)	Homecare Basic (Oil/other)	Homecare Orange (Gas)	Homecare Orange (Oil)	Homecare Black (Gas)	Homecare Black (Oil)	Homecare Orange & Black (Gas)	Homecare Orange & Black (Oil)
Cost Per Month	£20	£25	£30	£35	£40	£45	£50	£55
Annual Boiler Service	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Boiler & Controls	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Central Heating	No	No	Yes	Yes	Yes	Yes	Yes	Yes
Plumbing	No	No	Yes	Yes	Yes	Yes	Yes	Yes
Electrics	No	No	No	No	Yes	Yes	Yes	Yes
Drains	No	No	No	No	No	No	Yes	Yes
24 Hour Emergency Response	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Excess Amount	£0	£0	£0	£0	£0	£0	£0	£0

### Key Questions

**How do I arrange a repair?**

If an incident occurs at your property, which is covered under your Homecare plan please call your dedicated 24-hour contact number shown on your Homecare schedule. Homecare may try to resolve the issue for you straight away by talking you through a simple set of fault-finding questions to fix the issue over the telephone. If this is not possible, we will arrange for the incident to be dealt with in accordance with the terms and conditions of your agreement. You or a person calling on your behalf must report issues. Please call us as soon as you are aware of the incident. We will not be able to cover the costs of any work carried out by persons not authorised by us in advance. The engineer may ask to see your agreement schedule when he/she arrives at your property. If we have not received a signed copy of your terms & conditions, you will be asked to do so by the engineer prior to carrying out any works on your property. (Terms and conditions not returned or signed can result in our engineer refusing works to be carried out)

All Cheshire Boilers homecare plans are a repair maintenance service, we are not an insurance policy. Therefore, we aim to repair 100% of our call outs with our fully qualified engineers. We do not replace boilers, when a boiler is deemed no longer fit for purpose this will not be replaced and we will inform you of this.

**How long is my Homecare for?**

Your Homecare service plan can run for as long as you like on a rolling monthly agreement. You can cancel at anytime. Please see cancellation information below.

**How do I remove a product in my Homecare service?**

If you wish to remove a product from your Homecare – please contact us via your contact number shown on your agreement schedule (please note any changes to plans can only be made between 9.00am – 5.00pm and not using the emergency contact number provided to Homecare customers)

**What information and changes do I need to tell you about?**

When joining our homecare service, we will ask details in regards to the address you wish us to provide our service to. Also, if you change address or no longer own the property. You can take your homecare service with you wherever you go (subject to a boiler health check within 14 days of notifying us of your move). Also if you change your boiler or any parts of the system in your property, which you have carried out, not authorised by ourselves (a boiler health check is required to confirm we can continue your Homecare service) If in any doubt please contact us using our customer service contact details stated in these terms and conditions.

**When does my cover start?**

Cover will start from the first date of your first payment (subject to a boiler health check being carried out) If you have made a payment and not allowed access or arranged for a boiler/system/home health check any faults found will not be covered or repaired.

When and how should my payment be made?

Payment should be made on the 1<sup>st</sup> of every month via direct debit – any issues with payment please contact us via our customer service information.

What is a health check?

An inspection of your boiler/plumbing/electrics/property is required to ensure your product is suitable for Homecare, this is required within 14 days of you taking out our Homecare service.

What is included in my Homecare?

Please see the table at the start of our terms and conditions to see what we cover under each Homecare service. A breakdown for your Homecare will be given in your Homecare plan.

An annual service of your boiler will be carried out in accordance with the manufacturer's recommendations. To arrange your annual services please call your dedicated engineer (this number will be in your Homecare pack)

Is my Annual service included?

Yes it is included under all our policies

Do you charge excess?

No we do not charge excess on Homecare services

#### IMPORTANT CONDITIONS AND YOUR OBLIGATIONS CONDITIONS

The following conditions apply to this plan:

- You must provide us with any information that we request when you apply for the plan. All information you give must not be false, exaggerated or misleading.
- Your product must have been installed, maintained and used in accordance with the manufacturer's instructions
- Your product(s) must be owned by you and kept only for domestic use
- Your product(s) must be used in a private home, solely occupied by a single household (at the address you gave to us). It cannot be located on a boat or in a mobile home
- Your product must be easily accessible and meet all relevant safety standards and be safe to work on.
- You must allow a health check within 14 days of your 1<sup>st</sup> Homecare payment to make our service valid.

#### YOUR OBLIGATIONS

You must arrange any work required making your product accessible and compliant with all relevant safety standards and safe to work on, we won't provide our services until you have fulfilled these obligations. If you do not comply with the conditions and the eligibility requirements above or do not fulfil your obligations above, we will terminate your homecare service.

#### CANCELLATION AND ENDING OF THE PLAN COOLING OFF PERIOD – CHANGING YOUR MIND

- The 'cooling off period' is the fourteen (14) day period from receipt of your documentation or from the Homecare start date, whichever is later. Homecare start date will always be the 1<sup>st</sup> day of the following month (the date your first payment is taken)
- If you change your mind during the cooling off period, you can cancel your plan and we'll refund any fee paid. If your plan automatically ends or is cancelled by us, these rights do not apply (see 'Our right to cancel your homecare or bring it to an end' below).
- If you have received a repair, no refund will be given and you will have to pay the cost of the repair, parts and call out fees.

#### AFTER THE COOLING OFF PERIOD

If you cancel your plan after the cooling off period, then the following will apply:

- If you have not received a repair, we'll refund the fee paid by you for the remaining full months of your plan. If you pay for your plan by Direct Debit, you will only receive a refund if you have already paid for any future months of your plan.
- If you have received a repair, no refund will be given and you will have to pay the cost of the repair, parts and call out fees.

#### HOW TO CANCEL

If you wish to cancel your plan, please email [cheshireboilers@gmail.com](mailto:cheshireboilers@gmail.com) (365 days a year). You can also cancel by writing to us at the address specified in the 'Customer services details' section. If you are paying by Direct

Debit and tell your bank to cancel your Direct Debit Instruction, we will not immediately cancel your plan. If you do wish to cancel, please contact us directly to avoid any communications regarding outstanding payments.

#### OUR RIGHT TO CANCEL YOUR PLAN OR BRING IT TO AN END

If you fail to comply with certain conditions and obligations (see 'Important conditions and your obligations' above) we may bring your plan to an end and we won't provide any further services to you under the plan. We'll refund all fee payments you have made during the current period of your plan. You must pay us for any call-out and repair costs we have incurred in the current period.

We reserve the right to cancel your plan by giving you fourteen (14) days' notice. If we cancel your plan using this provision, you will receive a pro rata refund of the fee paid for the remaining unexpired days of your plan. In each case, we'll confirm any such ending or cancellation of the plan via email or in writing to the last address you gave us.

#### TRANSFERRING YOUR PLAN TO A NEW OWNER

With our permission you may transfer your agreement to a new owner of the product by giving us their details either via email or in writing, and this must be received by both parties. You cannot transfer to any other appliance (except for replacements of your product provided under a manufacturer's guarantee)

#### HOW TO COMPLAIN

If you wish to complain or you are unhappy with the service provided, please contact our customer services team (see 'Customer services details' below).

#### EXCLUSION OF THIRD PARTY RIGHTS

Homecare is only for your benefit at your stated address. No rights or benefits will be given to any other third party under this service.

#### LANDLORDS

If you are a landlord, under the law it's your responsibility to make sure you have a valid Gas Safety Certificate for the gas meter, gas pipework and any gas appliance(s) on your property. When your safety check is due, we will contact your tenant to arrange it. We'll try to get hold of the tenant up to a maximum of 3 times. If we don't hear back, we will notify you.

#### CALL OUT FEES

These are included in your price plan – the below only apply subject to our cancellation policy

<b>Call Out Time</b>	<b>Fee</b>
Monday – Friday 9.00am – 5.00pm	£75.00
Monday – Friday 5.01pm – 8.59am	£150.00
Saturday & Sunday – 9.00am – 5.00pm	£150.00
Saturday & Sunday – 5.01pm – 8.59am	£350.00

<p><b>All policies include</b>            Unlimited repairs per year            Fully qualified engineers            Dedicated 24-hour contact over 365 days a year            Unlimited Call Outs            Annual Boiler gas service</p>	
<b>Boiler and Controls include</b>	<b>Boilers and Controls do not include</b>
Gas fired central heating boiler, flue and controls	Radiator and valves
Thermostats, heating controls, circulating pumps and motorised valves	Removing sludge or scale or repairing the damage it causes if we tell you it might be a problem for your system or boiler
Time clock, thermostat or programmer	Showers, taps, shower parts or pumps
Hot water, feeds, expansion tanks, cylinders and immersions	Repairs to the central heating system, including radiators
Pipes and fittings	Faults caused by someone else you used for repairs or design faults
Accidental Damage	Replacing your boiler

Resetting your controls and replacing batteries	Replacing or topping up your inhibitor
A replacement of the gas supply pipe and the controls that make your boiler work if we can't repair them	Replacement flues over one meter in length unless fitted by us
A replacement of the flue including the flue terminal up to one metre in length if we can't repair it	Controls for underfloor heating
A first service or annual service	Repairing or replacing air or ground source heat pumps
<b>Electricity Includes</b>	<b>Electricity does not include</b>
Internal & External lighting to include security lighting where an appliance has caused a circuit to fail or trip	Supply, replacement and adjustment of any bulbs
Electricity supply to burglar/fire alarm systems, CCTV surveillance	Renewable energy systems
Electrical circuits	or to swimming pools, the plumbing and filtrations system for swimming pools or leisure equipment
Fuse box	Repair or replacement of appliances (E.g. cooker, washing machine)
Circuit breakers	Repairs to alarm and fire alarm systems
Sockets and light fittings	
Repairs to the mains electrical system and wiring in your home and outbuildings	
Accidental Damage	
<b>Central Heating Includes</b>	<b>Central Heating Does Not Include</b>
Expansion tank, radiators, Bypass and radiator valves.	Damage caused by weather or freezing
Radiators on and off when decorating	Repair or replacement of the boiler should the engineer determine that it is beyond economical repair.
Warm airs vents	Fixing showers, their parts and shower pumps
Replacement of parts of your central heating if we can't repair them	Damage caused by limescale, sludge or other debris
Accidental damage	If we've told you before that you need to carry out repairs, improvements or a power flush, or a similar process, but you haven't done so
Replacing or repairing taps	Replacement of designer taps
Pre-existing, system design or installation faults	Replacement of designer radiators
Underfloor heating and controls	
The hot and cold-water pipes internal to your home between the stopcock and your taps or appliances	
Warm-air vents	
Cylinders and any immersion heater and its wired in timer switch	
Any part of your central heating which directly supplies a swimming pool	
Fixing your showers, their parts and shower pumps	
<b>Gas Supply Includes</b>	<b>Gas Supply Does Not Include</b>
Gas pipes located in your home, which supply the central heating boiler and other gas appliances, that connect your home to the gas mains supply	External gas pipes
	Main gas supply pipes before the meter
<b>Internal drains Include</b>	<b>Internal drains Does not Include</b>
Blocked or leaking internal drains and waste pipes	External drains damage
	Re piping drains
	Collaped drains
	Incorrect installed drains
<b>Water supply pipe</b>	

Water supply pipes within your boundary between your home and the mains supply pipes	
Accidental Damage	
<b>Plumbing Includes</b>	<b>Plumbing Does Not Include</b>
Repairs to the plumbing system in your home and outbuildings and the water supply pipe within the boundary of your property.	Shared Drains
Ball cocks, syphons and valves	Swimming pools
Replacement of non-ceramic tap washers	Frozen pipes where there is no other damage
Showers and their parts, shower pumps, sanitary ware and sealant	Water filters and waste disposal units
Accidental Damage	Replacement of taps that deliver boiling or filtered water
Leaking taps and running toilets	
Rainwater pipes and guttering	
Plumbing in your outbuilding if provided by a separate main connection	
Repair of taps that deliver boiling water or filtered water	
<b>Annual boiler service includes</b>	<b>Annual boiler service Does not includes</b>
A visual check of the boiler	Repairs to noise problems
The boiler being fired safely to identify any working faults	
A flue gas analysis efficiency test	
Opening the boiler and inspecting it, if necessary	
Checking the flue and ventilation are in accordance with Gas Safety (Installation and Use) Regulations	
Checking and adjusting the system pressure	
Cleaning the condensate trap	
Visually checking and bleeding radiators, if necessary	
A visual check of the hot water cylinder	
Confirmation in writing that the service has been carried out	
<b>Accidental damage does not include</b>	
Structural	
Leak repairs not due to lack of maintenance or wear and tear	
Home security	
<b>Oil Boilers</b>	
Additional £5 charge per calendar month	

#### CUSTOMER SERVICES DETAILS

For customer services email [cheshireboilers@gmail.com](mailto:cheshireboilers@gmail.com), or email us by clicking on 'contact us' on our website:

[www.cheshireboilersnorthwich.co.uk](http://www.cheshireboilersnorthwich.co.uk)

In writing to Cheshire Boilers, 23 Winnington Lane, Northwich, CW8 4DE

Contact number: 01606 75830 or 07960838210