

SMARTGAS PLUMBING AND HEATING OF ESSEX LTD

Vaillant

Service Plan



Starting from £13 per month



Homecare

Landlords or Homeowners

Ultimate

Annual Gas Safety Certificate for one appliance.

Guaranteed 24hr response time.

Fully qualified engineer's.

Dedicated 24hr Helpline.

Landlord safety certificate Annual Service.

Plumbing system repairs.

Discounted Labour and Part's 10 %

Discounted price plans on multiple properties between 5% and 10%.

Boiler replacement cover#

Priority response for over non contract service plan customer's.

Fully qualified engineer's

Heating system repairs.

Fully qualified engineer's.

Dedicated 24 hr Helpline.

Boiler repairs.

Part's and labour included.

Part's and labour included*

10% off Upgrades to Heating systems including boiler, cooker excluding fires.

Guaranteed 24 hr response time.

Unlimited call outs**

Annual boiler or landlords safety certificate.

- Limits apply please see clause 14 & 19
- Unlimited call out apply as long as there is a 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 rate's.
- # If your boiler is under seven years old and deemed unrepairable, we will fit a like for like boiler as part of this agreement. (you will need to be able to prove age of boiler upon request.)

PRICE FOR EACH SERVICE PLAN

Homecare service plan £13 per Month INC VAT OR £156 one off yearly payment
No Excess

Landlords service plan £20 per Month INC VAT OR £240 one off yearly payment
Excess £40

Ultimate service plan £ 26 per Month INC VAT OR £312 one off yearly payment
Excess £40

All service plan's are inclusive of VAT

If your boiler has been serviced by us in the last 6 months you will qualify for a free water quality test to insure your water quality is suitable for the health of your boiler.

For Customers that have NOT had a boiler service done by us in the last 6 months or are new to Smartgas we require a £72- non refundable fee for a first visit inspection on your boiler this fee will be taken off your service plan price once you have signed up.

If upon our first visit inspection your boiler requires parts this will be chargeable to yourself the faults will be addressed and you can then go ahead with the service plan.

If you decide after our first visit inspection you no longer require one of our service plans you will still be required to pay the £72 fee.

Terms & Conditions

Please read carefully.

These terms & conditions are part of the contract between Smartgas plumbing and heating of Essex and

The contract is an agreement between you and us for the service of work as per chosen service plan.

Your contract is for a minimum of 12 months from the date of the first payment.

Unless you tell us otherwise this contract will automatically renew each year, subject to us accepting you onto the service plan. This contract will remain valid providing payment is continued by you subject to clause 4.

4. CONTRACT INVALIDATIONS:

If misleading information has been provided.

If payment is not received within 7 days of the date due your service plan will be cancelled and charges may apply.

If on our first visit we find fault with the system/systems.

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.

Anyone other than one of our engineer's/subcontractor's carries out work on the system.

If a health and safety issue arises from your property or persons on the property.

If work has been carried out by someone else on the system not authorized by us.

5. Acceptance onto our service plan does not imply that the boiler, heating system or plumbing system is installed to the relevant standards and we will not

accept liabilities arising from the original design or installation and so make no warranty as to fitness for purpose.

6. We will not be liable for any delays in the supply of parts from our suppliers. We may fit replacement parts that are adequate but not the same as the defective part(s)

7. New parts will only be fitted where old ones are beyond repair. We will be the sole arbitrators as to the conditions of parts, where a radiator requires changing, we will only change for a standard white radiator. Designer radiators and towel rails will be attempted to be repaired but not covered for replacement. Boiler heat exchangers that have been damaged by debris, sludge or scale will not be covered for either parts or labour.

8. As boiler's get older for many reasons, they become noisy, where noise is down to the age of the boiler/appliance we will not class this as a fault and is not covered under any plan.

9. Boiler replacement – If your boiler is under 7 years of age and deemed unrepairable, we will replace the boiler for a like for like, we will need to see proof of the original date of installation.

For boilers over the age of 7 years a loyalty discount will be applied to the cost of fitting a new boiler.

10. Access We are not liable for any repairs to which we can not gain reasonable access, removal of any obstructions will be at our sole discretion and we reserve the right to

charge you at our standard rates. We may insist that you arrange for the obstruction to be moved prior to us carrying out the repair,

we will not be held liable for any making good unless it's down to our negligence.

11. Charges 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. 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 contract.

13. Systems flushing – 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.

. Permitted by law where we are in breach of the terms of this contract or can not 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 earning's, profit, loss of business. None of the conditions limit us from the liability relating to death or personal injury from our negligence.

Our service's Do Not Include

Please read carefully.

- .Repairs required due to design faults or existing faults prior to the start of this plan.
- . Repairs relating to damage caused by you or a third party.
- . 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 leak.
- . Any faults caused by sludge, scaling or blockages.
- . The cost of removing sludge or scale from the system and the damage caused would not be covered, or adding corrosion inhibitor.
- . Boiler repairs are limited to £250.00 in the first three months of your plan start date.
- . Damage caused by weather or freezing.
- . Removal of dangerous materials example asbestos.
- . Any decorative parts for example casing, paint work, batteries.
- . Any part of a flue concealed within the fabric of the building.
- . The gas supply from the meter to the boiler and other appliances.
- . Damage caused by fire, flood, lightning storm, freezing weather or any other natural event.
- . Adjustments to time controls unless Engineer already on site.
- . Any loss suffered by you due to delay in obtaining parts.
- . The cost of a new boiler if parts become unreasonably available, at our sole discretion
- . Accidental damage, theft or malicious damage.
- . Routine maintenance, cleaning, descaling, turning on or lighting up the system, clearing airlock or blocked pipes, bleeding system, topping pressure up.
- . Loss or damage caused by your equipment not working or costs arising from access, this includes pipes under the floor or in the fabric of the building.
- . Repairs that will cost over £400.
- . Replacement of shower or taps.
- .Below ground drainage.
- . Mains supply pipe.
- .Replacement of baths, shower cubicles, basins and toilets.



Plumbing & Heating of Essex

- Servicing
- Breakdowns
- Installations
- Power Flushing

**Office: 01255 44 35 35
01206 48 99 58**

Out of hours: 0800 062 2951



Showroom: Suite 6 Connaught Mews,
118-120 Connaught Avenue,
Frinton on sea CO13 9AD

Email: smartgasofessex@hotmail.com