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



## THIS IS OUR NO CONTRACT COVER TERMS

We believe that we are not only cheaper but will be able to offer all our customers a much better service than any big name company. Obviously we do not cover everything and you can read what is not covered clearly in the excluded section. However, we cover more than many other companies so it will be well worth comparing. You simply pay either monthly or in one full payment with a discount and leave the rest to us. There is no need for a contract and you can stop the cover by simply contacting us and letting us know.

### TERMS

Bracknell Plumbing & Heating will provide the customers with either Red, Blue and Yellow (Brown as optional extra) cover at the service level the customers requirements. The cover will be provided seven days per week including bank holidays. However, routine repair work including boiler servicing will only be carried out between 8.00am and 5.00pm Monday to Friday. Bracknell Plumbing & Heating will endeavour to respond promptly and, if possible, within 24 hours to the customer's request.

The covers do not include the excluded works and Bracknell Plumbing & Heating shall be entitled to a charge for the excluded works at its normal hourly rate. Please contact our office to find out more.

The request for a plumber/engineer/electrician must be totally genuine and relate to the cover only. If we receive a call out to your property and the problem is not related to the cover provided for you then a standard call out charge for your area will be raised and sent to you.

If you cancel the cover plan during the 12 month period and you have had a boiler service completed before canceling, then we will charge you our standard charge for the boiler service.

The covers do not include repairs on faults, breakdowns or stoppages deemed by Bracknell Plumbing & Heating to be pre-existing before the commencement date or which occur during the first 28 days of the commencement date unless the work was done by Bracknell Plumbing & Heating.

The cover charges are payable in advance either in full by credit/debit card transaction or postal order or monthly by standing order into the bank account nominated from time to time by Bracknell Plumbing & Heating. Customers wishing to pay their Cover Plan by monthly standing order must take care to pay the correct amount. This amount will be quoted before the Cover Plan is taken out / before renewal is due. Failure to do so will result in all call outs and services becoming chargeable at our standard rates.

Additional services (including excluded works) and the cost of replacement parts not covered by the specific cover will be the subject of extra charges in accordance with Bracknell Plumbing & Heating and payable within 7 days of the date of the Bracknell Plumbing & Heating's invoice.

To facilitate the provision of Bracknell Plumbing & Heating the customer shall keep and operate the equipment in a proper and prudent manner. Use the equipment in a suitable environment with proper power supplies and in accordance with instructions and advice of the equipment manufacturer and Bracknell Plumbing & Heating. Not move the equipment or make any addition, modification or adjustment to it without Bracknell Plumbing & Heating prior written consent. Have an annual service and safety check completed on the equipment by a Bracknell Plumbing & Heating's Gas Safe registered engineer. Maintain and make available to Bracknell Plumbing & Heating records of the operation, and any malfunction of the equipment. Report all faults of the equipment to Bracknell Plumbing & Heating immediately when the fault occurs and will not seek third party interference with the equipment without the express written consent of Bracknell Plumbing & Heating.

Bracknell Plumbing & Heating shall have no liability for any damage to the customer's property unless occasioned by Bracknell Plumbing & Heating's negligence.

This is a no contract cover so the customer can terminate at any point. Also Bracknell Plumbing & Heating reserves the right to terminate the agreement at any time during its period of duration providing that a full reimbursement for the remainder of the agreement is provided to the customer. If the customer does not pay the agreed charges on the due date then Bracknell Plumbing & Heating will terminate this agreement immediately and without notice.



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## WHAT IS AND NOT COVERED

### Boiler

The policy covers the customer for an annual boiler service and safety check of the system. The policy also covers the customer for an investigation, diagnoses and repair of the boiler. If the boiler is under warranty then Bracknell Plumbing & Heating will organise and arrange for the manufacture to attend the property and repair the boiler.

### Heating Pipe Work

The policy covers the customer for an investigation, diagnoses and repair of all heating pipework. If the heating pipework is not repairable then the Bracknell Plumbing & Heating will supply and fit a new heating pipework.

### Gas Pipe Work

The policy covers the customer for an investigation, diagnoses and repair of all gas pipework. If the gas pipework is not repairable then the Bracknell Plumbing & Heating will supply and fit a new gas pipework.

### Header Tank

The policy covers the customer for an investigation, diagnoses and repair of the header tank. If the header tank is not repairable then the Bracknell Plumbing & Heating will supply and fit a new header tank.

### Hot Water Cylinder

The policy covers the customer for an investigation, diagnoses and repair of the hot water cylinder. If the hot water cylinder is not repairable then the Bracknell Plumbing & Heating will supply and fit a new hot water cylinder.

### Immersion

The policy covers the customer for an investigation, diagnoses and repair of the immersion. If the immersion is not repairable then the Bracknell Plumbing & Heating will supply and fit a new immersion.

### Heating Programmer

The policy covers the customer for an investigation, diagnoses and repair of the heating programmer. If the programmer is not repairable then the Bracknell Plumbing & Heating will supply and fit a new programmer.

### Room Thermostat

The policy covers the customer for an investigation, diagnoses and repair of the room thermostat. If the room thermostat is not repairable then the Bracknell Plumbing & Heating will supply and fit a new room thermostat.

### Cylinder Thermostat

The policy covers the customer for an investigation, diagnoses and repair of the cylinder thermostat. If the cylinder thermostat is not repairable then the Bracknell Plumbing & Heating will supply and fit a new cylinder thermostat.

### Heating Control Valves

The policy covers the customer for an investigation, diagnoses and repair of the heating control valves. If the heating control valves is not repairable then the Bracknell Plumbing & Heating will supply and fit a new heating control valves.

### Heating Circulation Pump

The policy covers the customer for an investigation, diagnoses and repair of the heating circulation pump. If the heating circulation pump is not repairable then the Bracknell Plumbing & Heating will supply and fit a new heating circulation pump.

### Radiators (not including towel, designer and curved radiators)

The policy covers the customer for an investigation, diagnoses and repair to all radiators. If the radiators are not repairable then the Bracknell Plumbing & Heating will supply and fit a new radiator.

### Radiators Valves

The policy covers the customer for an investigation, diagnoses and repair to all radiators valves. If the radiator valves are not repairable then the Bracknell Plumbing & Heating will supply and fit a new radiator valves.

### Pressure Relief Valve

The policy covers the customer for an investigation, diagnoses and repair to the pressure relief valve. If the pressure relief valve is not repairable then the Bracknell Plumbing & Heating will supply and fit a new radiator valves.

### Expansion Vessel

The policy covers the customer for an investigation, diagnoses and repair to



the expansion vessel. If the expansion vessel is not repairable then the Bracknell Plumbing & Heating will supply and fit a new radiator valves.

### Condense Pipe

The policy covers the customer for an investigation, diagnoses and repair/unblocking to the condense pipe. If the condense pipe is not repairable then the Bracknell Plumbing & Heating will supply and fit a new radiator valves.

### External filling loops

The policy covers the customer for an investigation, diagnoses and repair of the external filling loop. If the external filling loop is not repairable then the Bracknell Plumbing & Heating will supply and fit a new external filling loop.

### Scale reducer

The policy covers the customer for an investigation, diagnoses and repair of the scale reducer. If the scale reducer is not repairable then the Bracknell Plumbing & Heating will supply and fit a new scale reducer.

### Cold Water Pipe Work

The policy covers the customer for an investigation, diagnoses and repair of all cold water pipework. If the cold water pipework is not repairable then the Bracknell Plumbing & Heating will supply and fit a new cold water pipework.

### Cold Water Storage Tank

The policy covers the customer for an investigation, diagnoses and repair of all cold water storage tank. If the cold water storage tank is not repairable then the Bracknell Plumbing & Heating will supply and fit a new cold water storage tank.

### Toilets

The policy covers the customer for an investigation, diagnoses and repair of the toilet. If the toilet is repairable then Bracknell Plumbing & Heating will supply and fit the necessary parts to repair. If the toilet is not repairable then the Bracknell Plumbing & Heating will quote the customer to supply and fit a new toilet system.



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**BRACKNELL**  
**Plumbing & Heating**

## WHAT IS AND NOT COVERED

### Taps

The policy covers the customer for an investigation, diagnoses and repair of the taps including outside taps. If the tap is repairable then Bracknell Plumbing & Heating will supply and fit the necessary parts to repair. If the taps are not repairable then the Bracknell Plumbing & Heating will quote the customer to supply and fit a new set of taps. Please note we do not cover replacing ceramic discs.

### Internal Stopcock

The policy covers the customer for an investigation, diagnoses and repair of the stopcock. If the stopcock are not repairable then the Bracknell Plumbing & Heating will supply and fit a new stopcock.

### Shower Pumps

The policy covers the customer for an investigation, diagnoses and repair of the shower pump. If the shower pump is not repairable then the Bracknell Plumbing & Heating will quote the customer to supply and fit a new shower pump.

### All Showers

The policy covers the customer for an investigation, diagnoses of all showers only. Bracknell Plumbing & Heating will quote the customer to repair or supply and fit a new shower.

### Wiring, Fuse Boards

The policy covers the customer for an investigation, diagnoses and repairing (or replacing if need be) electrical wiring, fuse-boards and broken, damaged or faulty electrical fittings inside and outside your home and outbuildings, including electrical power points, lights and light switches.

(£60 excess per claim) We define all visits, labour and parts pertaining to one issue as one claim.



### DRAIN COVER

Optional extra and added the chosen cover for £3.00 extra a month. Please note this optional cover can only be added to Cover Plan 2 & 3.

Private drains unblocking (including drains from toilets, baths and sinks) The policy covers the customer for an investigation, diagnoses and unblocking and repairing of private drains.

### Excluded by the cover

#### Heating Cover

- 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 manufactures instructions.
- (We will come out and investigate, diagnose and quote for all the above at no charge as this is covered)

#### Plumbing Cover

- Shower replacement
- Water softeners repair
- Tap replacement
- Shower repairs
- Shower Pumps
- Spa bath repairs
- Frozen Pipework
- Cosmetic, accidental or third party damage
- Any plumbing improvements made by yourself or third party
- Any poor previous workmanship that was carried out incorrectly and against manufactures instructions.
- (We will come out and investigate, diagnose and quote for all the above at no charge as this is covered)

### Electrical Cover

- Electrical appliances
- Complete home re-wire
- Under floor electrical heating
- Cosmetic, accidental or third party damage
- Any electrical improvements made by yourself or third party
- Any poor previous workmanship that was carried out incorrectly and against manufactures instructions.
- (We will come out and investigate, diagnose and quote for all the above at no charge as this is covered)

### Drains Cover

- We do not cover for shared drains Cosmetic, accidental or third party damage
- Any drain improvements made by yourself or third party
- Any poor previous workmanship that was carried out incorrectly and against manufactures instructions.
- (We will come out and investigate, diagnose and quote for all the above at no charge as this is covered)
- Any blockages in the heating pipework that is caused by build up of heavy sludge

(£60 excess per claim) We define all visits, labour and parts pertaining to one issue as one claim.