

# R-B POOLMAN

## Plumbing & Heating Services

## Boiler Care Plan Terms & Conditions

Each customer that enrolls on our care plan scheme receive this document and we advise you keep the terms and conditions for your records.

### Prior Inspection

All of our care plans offered are designed and then appointed to suit yourselves as the customers. A mandatory and comprehensive survey must be completed before enrolment. Any faults we detect will need to be rectified of which we will advise you and a return visit may be applicable to confirm they have been. If we are able to rectify the issue for you, this will not be included within our package. We reserve the right to decline any boiler/system from joining our care plans. A central heating system acceptance onto our plans does not imply that the system is installed to the relevant standards and we will not accept responsibility for any inadequacy arising from the original installation. Our care plans are specifically for the boiler/system in the property when the plan commences and any outside alterations/installments will require a further inspection to decipher renewal or aborting the plan.

We provide safe, high quality service, to repair and maintain appliances/systems under our care plans. For this reason, we accept no responsibility for any work that has been completed or tampered with from customers. We are not liable to fulfil the obligations under the contract if a third party interferes. If the system/boiler has work done during the time you are under contract, the repair will be exempt from our agreement and we accept no responsibility to repair/replace the part worked on. Having a third party interfere with your boiler/system can result in your care plan being cancelled imminently.

### Pricing

All our prices are listed clearly on our brochures and website of which are fixed prices with no additional costs. The prices are set at the start of the agreement and will not change during the period of the Care Plan Package unless the government changes the relevant VAT tax rate. All customers will be notified if the government change any legislation that may have an impact.

- Our Gold Care Plan offers a maximum of £300 parts and labour
- Our Silver Care Plan offers a maximum of £400 parts and labour
- Our Platinum Care Plan offers a maximum of £750 parts and labour

Should the unlikely event occur that costs may exceed the maximum amount allowed for within your care plan, we will advise you of the additional required and maximise the allowance within your plan.

25% of the maximum amount is available within the first 3 months of enrolment.

50% of the maximum amount is available between 3-6 months of enrolment.

### Renewals/Cancellations

All care plans with R B Poolman Ltd are renewed automatically unless we are notified in writing at least one month prior to the end of the care plan package agreement date. Please send cancellation letters to R B Poolman Ltd, Cleeve Grange, Trowbridge Road, Seend, Wiltshire SN12 6PG and include your name, address and which care plan you are enrolled in. We will notify you once we have received said letter and until done so, care plan fees are still applicable.

Your rights to cancel a care plan - You may cancel your care plan at any time however cancelling your direct debit with us does not mean you have cancelled the agreement. You will be liable for cancellation charges (see below). If you cancel within 14 days of starting the care plan and have had the boiler serviced within this time you will be charged our full rate for the boiler service (please enquire with office for pricing if necessary on 01225 707902) and we will take into account payment received through the direct debit. If you cancel after the first 14 days of starting the care plan and pay via direct debit we will cover you until the end of that month. We will then cancel the care plan package and no more payments will be taken. If any work is carried out you will be charged at our normal rates for that work you will also be charged

for the inspection. You will be liable for cancellation charges. Cancelling a care plan must be done in the procedure as explained in the paragraph above.

If you cancel your agreement you will be liable for cancellation charges up to the total annual payment due, less and direct debits plus an administration charge of £25.00+vat.

Cancellation charges will not apply if you are moving home and have provided us with at least one month's notice (please note: care plans cannot be transferred to different properties or new owners).

R B Poolman may cancel your care plan for reasons below:

- If you have given false information
- If you do not make an agreed payment
- If there are health and safety issues
- If adequate access to your property is not made in good time
- If we are not reasonably able to get parts for your boiler/system as they are not made anymore
- If permanent repairs or improvements are needed and not made

### Exclusions that apply to your agreement

We are not to be held responsible for the cost of repairs if there are design faults (unless we are responsible for). Faults that exist before you enter a care plan package with us or faults that could not have, using reasonable care and skill, identified on our inspection or a repair call out to your system or boiler.

Silver, gold and platinum care plans include hot and cold pipework; this does not include underground pipework or incoming mains pipework.

Making good - we will fill any holes and leave surfaces level if we have caused these pto

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

01225 707902

BRONZE

SILVER

GOLD

PLATINUM

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to carry out a repair. We will not replace the original surface or construction e/g/ decoration/painting.

The following is not covered under the care plan:

- Repairing of faults or replacement of appliances due to freezing weather conditions, structural repairs, accidents, fire, lightening, floods, explosions, subsidence
- Removing of sludge or hard water scale from your system or appliance
- Repairing damage caused by scale, sludge, or other debris
- Repairing or replacing flues or terminals that are not directly part of the appliance flue system (or meet current regulations)
- Battery replacements in your system controls
- Attending where we believe there to be a significant health and safety issue, including hazardous material, infestations, harassment to our staff (physical or verbal)
- Removal of asbestos (if identified, this must be rectified and a clear air certificate issued and provided for us to attend the property again)
- Resetting of controls (e.g. setting thermostats or programmers due to personal preference or the seasonal clock changes)
- Upgrades you may wish to have carried out to improve the system or appliance
- Replacement of any plumbing parts such as fittings, fixtures, showers or sanitary ware

#### Annual Servicing

All packages include an annual boiler service which will be carried out once your direct debit has been set up and upon renewal of the care plan. We will contact you a month prior to remind you of this and it is your responsibility to respond and arrange this. Services are carried out between our working hours Monday - Friday 8am - 5pm. Any out of hours servicing will incur an additional charge. If the service reminder is not actioned by yourself imminently, appointments may be delayed to later

then when the service is due. Any other gas appliances within the property are not included within this service, and if you require this, please advise us prior to the appointment in which we can advise of the additional cost.

Combiphos balls, canisters, Valliant seals, G10 seals, electrodes, nozzles, softener cartridges are all charged at an additional fee and the price is not included in the servicing or care plan. Please note if you have opted for our Care Plan add on 'Landlord Gas Safety Check' this includes any fires/cookers in the property.

#### Fires

The extra that we offer that states 'back boiler' refers to fires. If you opt for this extra, it will be included in the annual servicing alongside the boiler.

Unfortunately, we do not currently offer care plan's that cover the repair/maintenance of fires.

#### Property Access

We offer appointments within a time frame to ensure we are there within the time frame given. Occasionally appointments prior can take longer than expected, in which case, our engineer or office staff will aim to give you as much notice as possible that we are running behind. If we are unable to gain access to an appointment made, we will not be able to carry out necessary work thus we cannot carry out our responsibilities which we cannot be held responsible for. This lack of service cannot lie with we may not be able to return until a later date. Repeatedly missed appointments may unfortunately result in your Care Plan being cancelled. Appointments can be made through our office on 01225 707902 which is open Monday to Friday 8:30am - 5pm (excluding Bank Holidays). Appointments can be met with an adult over 18 being present, or a key left for our engineers to gain access with.

#### Spare Parts

Our engineers carry smaller spare parts on

their van. In an event where they don't have the necessary part, we will find and install parts from our approved suppliers. In most cases, parts that may require ordering take 1-3 days to arrive. We will notify you once they are in to arrange a further appointment. If we are unable to source the part that is required, we will discuss with you an agreeable alternative route.

We reserve the right to supply and install parts that are adequately required which may not necessarily be the same as the defective parts.

#### Boiler/Cylinder Replacement (Excluding Bronze)

If the boiler or cylinder is unable to be repaired due to age, condition or obsolete parts we can replace within your care plan (dependent on which you are with). The maximum for each care plan (see pricing category) will be deducted from the quotation if the boiler/cylinder has been under contract with R B Poolman for 12 months minimum. You reserve the right to reject the quotation given and if the replacement is carried out by another firm, notification to us is required and we will need to return once the install is complete to conclude renewal or abortion of your care plan. If the boiler or cylinder is replaced and you wish to continue with our care plans, we can advise and adjust the care plan with you to a better suited package.

#### Guarantee

All of our work within your care plan comes with a twelve-month guarantee. We guarantee to make good any faulty parts or faulty workmanship within this time.

**Any queries, please call our office on 01225 707902 or email [info@rbpoolman.co.uk](mailto:info@rbpoolman.co.uk).**

**Our office is open:**

**Mon – Fri 8:30am – 5pm.**

February 2020

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