

# McRoberts

## Plumbing & Heating Engineers

### Gas • Oil • LPG Specialists

Unit 1, 26 Campbell Street Kilmarnock KA1 4HL T – 01563 820559 email – mcrobertsheating@hotmail.co.uk

## McRoberts Care Packages

### Terms & Conditions

#### Commencement

The agreement will commence following a satisfactory initial inspection and completion of signed paperwork.

#### 3 Star Cover

The 3 Star Cover entitles you to:

- An annual service
- Unlimited call outs
- 24-hour response guaranteed
- All parts and labour required for your boiler, including main burner, pump, fan, air pressure switch, PCB, electrodes, sensors and stats, timer, gas valve, plate heat exchanger, diverter valve and motor, expansion vessel

If it is not possible to repair your boiler, for example, spare parts are not available or we decide that it would cost more to repair the boiler than to replace it (ie. If the boiler becomes uneconomical to repair) then we will advise and provide a quote for a replacement boiler at an exclusive discounted rate and the payment plans available. You are not covered for a replacement appliance.

We are not responsible for the cost of repairs or gaining access to make repairs where there are design faults (unless we are responsible for these), faults caused by a build-up of sludge and scale, faults which existed before you entered into your agreement with us or faults which we could not, using reasonable care and skill, identify in our first service inspection of your system/appliance (eg. pipes buried underneath concrete floors that have been installed incorrectly or without wrapping or movement protection).

Please be aware you are not covered if there is a breakdown which is caused by a lack of fuel (eg. no oil in the tank, contaminated fuel, no credit in gas meter or empty LPG bottles). If this is found to be the case then a charge will apply.

#### 4 Star Cover

Your 4 Star Cover includes everything covered by the 3 Star Cover plus radiators and pipework.

#### 5 Star Cover

Your 5 Star Cover includes everything covered by the 4 Star Cover plus one gas fire and plumbing.

Plumbing cover includes - all hot and cold internal pipework from your main stopcock within the home; leaky pipes, taps and showers; repairs to taps, toilets, washing machine and dishwasher connections; toilet or water tank overflows, siphons and ballcocks; blocked or leaking internal drainage pipes (unless pressure jetting is required); drain down of a leaking cold-water storage tank or hot water cylinder

If your plumbing incident is an emergency (including internal leaks which cannot be controlled) your repair will be given priority otherwise an appointment will be made. If any parts cannot be repaired, we will give you a discounted quote to replace (showers, sanitary ware, taps, tanks and cylinders).

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We are not responsible for - plumbing systems which have not been installed, serviced or maintained in accordance with established practice statutory regulations, British or EU standards; any external plumbing; any damage that is required to be made to access any pipework; guttering, rainwater pipes and soakaways; showers and their parts (including the shower unit, controls, outlet or shower head; outbuilding pipework and the plumbing supply between these and your home; domestic appliances; the replacement of water tanks, radiators, hot water cylinders and sanitary ware (eg. basins and toilet bowls); pipework, drain or waste pipe damage in communal or service duct areas that is not solely your responsibility; replacing taps; any costs of water lost during a leak; quieting noisy pipes caused by the expansion and contraction of pipes as they heat and cool; grouting; jacuzzi or spa baths, swimming pools, ponds and fountains (including associated pipework, pumps and valves); any damage caused by or resulting from leaking appliances (eg. showers, shower trays, toilet pan/flushing system); frozen pipes that require defrosting where there is no other damage; sewers, cesspits, septic tanks and any outflow pipes ; vacuum drainage systems, shared drains or sewers and drains/sewers out with the boundary of your property; any damage to drains or sewers which is caused by tree roots, subsidence, heave or landslip, earthquake or sink hole' any parts designed to boost your mains water pressure; water softeners, water filters, waste disposal units and taps that deliver boiling or filtered water; water meters.

#### Payment Options

All Care Packages can be paid for annually or via monthly Direct Debit which is debited on or around the 1<sup>st</sup> of the month.

#### Annual Service

We will normally complete your annual service around 12 months from the date of your last annual service. In periods of high demand for our services, such as cold weather, we prioritise breakdowns and may need to reschedule your annual service visit. If you have a breakdown in the four months prior to your annual service, we may complete this at the same time as our visit to repair the breakdown to your system/appliance.

#### Call Outs

If you have no heating or hot water and you let us know before 1pm, we aim to be with you the same day. If you call after this time, we aim to be with you within 24 hours. If we can't get to you within these timescales we will do our utmost to be with you as soon as possible thereafter.

Demand for repairs goes up sharply when it is colder and we cannot always predict accurately when this will be. This means we cannot always get to everyone as quickly as we would like. In these circumstances, we prioritise customers on the severity of their problem and how vulnerable they may be to being without heating and hot water.

#### Spare Parts

Our engineers carry a van stock of the most commonly used parts in your area. Unfortunately, with the huge range of boilers and parts available it is not possible to carry all the parts that might be required. If a part is not available in the van, we aim to get what is required to the engineer as soon as possible and in most cases, the next day

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#### Your Obligations

In order to remain covered by our Care Packages, you must operate your appliance in line with the manufacturer's instructions and must not modify it without our consultation. If a fault or breakdown occurs, you must report this to us as soon as possible. We cannot be held responsible for any repairs which arise as a result of your failure to inform us of any problems or your misuse of the system or appliance.

It is the appliance/system which is covered and not the individual so if you move home you will have to inform us and we will have to inspect your new system before your cover can continue.

If we encounter hazardous materials, infestations or receive physical or verbal abuse we would suspend or cancel your agreement until the health and safety issues or disagreement is resolved.

#### Our Engineers

McRoberts has a team of experienced and Gas Safe/OFTEC registered engineers to carry out any repairs and servicing.

#### Duration of the Contract

The Contract renews every 12 months when the annual service is carried out and renewal paperwork is signed. If you pay by Direct Debit, this payment will automatically continue and you do not need to do anything. If you pay annually, an invoice will be issued for this at renewal. We will write to you a month prior to your renewal date asking you to contact us to arrange your annual service and complete your renewal.

#### Cancellation

We may cancel your agreement in the following circumstances:

- If you have given us false information
- If you do not make an agreed payment
- We find something wrong at the initial service
- Where there are health and safety issues
- Your appliance or system is not in our approved list
- You do not provide us with access to your property where required
- We are not reasonably able to find parts for your appliance or system
- Permanent repairs or improvements we tell you are required to continue your cover are not completed

We reserve the right to withhold McRoberts Care Packages if we deem the appliance to be too old, to have too much wrong with it or we can no longer source the appropriate parts.

You may cancel this agreement at any time although some charges may apply if your boiler has been serviced or repaired.