

## McRoberts Care Packages – Gas & LPG Systems

### Terms & Conditions

#### Commencement

The agreement will commence following a satisfactory initial inspection and completion of signed paperwork. If during the initial inspection our engineer discovers a defect in your central heating system and/or any proposed covered appliances, we will let you know what the issues are and how much it will cost to repair. If you do not wish to have the defects fixed then depending on the nature of the defects, we may still allow your application to proceed but the cover will not extend to the relevant defective component of your appliance(s), boiler or central heating system.

#### Pricing

4 Star and 5 Star Cover costs start at £17 per month and £21.50 per month respectively. Up to and including ten radiators/towel rails are covered under both the 4- and 5-Star Packages and the 5 Star Cover includes one bathroom and one kitchen sink. For properties with additional radiators/towel rails, bathrooms, utility room sinks, pumps, zone valves etc. there will be further charges incurred. Prices may change if there are any changes to the rate of VAT by the Government.

#### 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, controls, gas supply, expansion vessel, excluding main heat exchanger

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.

#### 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. For gas fire repairs parts and labour are included with a £100 maximum spend on parts.

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 quote to replace (showers, sanitary ware, taps, tanks, and cylinders).

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### Exclusions and Additional Conditions

1. Specialist heating controls (such as Hive, Nest, Tado etc.) are not covered by any of our plans.
2. Replacement carbon monoxide alarms are not included in any plans and are chargeable at our standard rates.
3. Cylinders within the central heating system and/or boilers are only covered for repair. Replacements are not included in any of our plans; however, these can be provided on request for an additional charge.
4. Radiators are only covered for repairs, not replacements and the repair or replacement of electrical elements in radiators is not covered by any plans.
5. 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).
6. Oil tanks, oil supply lines and components (eg. pipework, filters, fire valves, tiger loops and oil level monitoring devices) are not covered under any plan we offer, and works will be chargeable at our standard rates.
7. Flues are covered up to one metre of the terminal – any further flue connections required will incur a cost.
8. Please be aware you are not covered if there is a breakdown which is caused by a fuel issue (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. Any faults which are found to be caused by user error or external faulty equipment (ie. faulty LPG or smoke alarms) are not included and will be chargeable.
9. Any controls designed specifically for underfloor heating are not covered within any of our plans.
10. With regards to plumbing cover under our 5 Star Package, we are not responsible for any of the following -
  - plumbing systems which have not been installed, serviced, or maintained in accordance with established practice statutory regulations, British or EU standards
  - any external plumbing including the external water supply
  - domestic appliances
  - any damage that is required to be made to access any pipework
  - rainwater guttering and downpipes, manholes and their covers and soakaways
  - grouting
  - water meters
  - frozen pipes that require defrosting where there is no other damage
  - vacuum drainage systems
  - repetitive drain cleaning
  - shared drains or sewers and drains/sewers out with the boundary of your property
  - showers and their parts (including the shower unit, controls, pump, outlet, cartridges, silicone seals and/or grouting or shower head)
  - outbuilding pipework and the plumbing supply between these and your home
  - water softeners, water filters, waste disposal units and taps that deliver boiling or filtered water
  - the replacement of water tanks, radiators, hot water cylinders and sanitary ware (eg. basins and toilet bowls)
  - jacuzzi or spa baths, hot tubs, swimming pools, ponds, and fountains (including associated pipework, pumps, and valves)
  - sewers, cesspits, septic tanks, drainage pumps, treatment plants and macerators and any outflow pipes
  - 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
  - lead or steel pipework
  - quieting noisy pipes caused by the expansion and contraction of pipes as they heat and cool
  - any damage caused by or resulting from leaking appliances (eg. showers, shower trays, toilet pan/flushing system)
  - commercial use drains and self-contained drains (including without limitation septic tanks and soakaways)
  - any parts designed to boost your mains water pressure
  - any damage to drains or sewers which is caused by tree roots, subsidence, heave or landslip, earthquake or sink hole
11. Our plans do not include –

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- any joiner works required for access to repair (such as lifting of floors, floor coverings, laminate, carpets, removal of kitchen units, flue boxing, etc.)
- any building works (such as brick chimney repairs, removal of and relaying paving/driveway surfaces to access drainage/pipework, soakaways, toby stopcocks)
- any electrician works (such as replacement or repair of wiring upstream of appliance isolator)
- pipework work (such a lead, steel or iron pipework repair or replacement, system blockages due to corrosion)
- work involving the use of scaffolding or powered access (such as cherry pickers/scissor lifts)
- work to repair any damage of defects caused by attempted repairs by you or a third party; negligent, malicious, or intentional damage; damage caused by fire, lightning, explosions, flood, storm, tempest, frost (including disconnecting or defrosting frozen pipework), impact, pests or rodents, or other external causes including failure of the public electricity or water supply (unless any of these are caused by the negligence of our contractor)

12. You are not covered for any accidental damage caused by yourself or third parties.

Any work carried out that is not covered by your Care Package is chargeable at our standard rates.

### Payment Options

All Care Packages can be paid for annually (cash, cheque, bank transfer and card payments accepted) 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. The ideal time to carry out an annual service is between April and September therefore your service may be carried out during this period. 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. On rare occasions due to extreme circumstances out with our control, we may be unable to complete your service within a 12-month period. If this is the case, your payments will continue, and cover will commence unless you tell us otherwise.

### 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 cannot 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 vast 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.

### 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 or change the boiler you will have to inform us, and we will have to inspect your new system before your cover can continue.

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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.

We may charge you additional costs which have been incurred by us in any of the following circumstances:

- if our engineer cannot gain access or considers that the circumstances are such that it is difficult or dangerous to carry out the work or where there is a risk to health and safety
- if there is a presence of hazardous materials or infestation or should our engineer be subject to any abuse (physical or verbal)
- if you call out an engineer when there is not a problem with your central heating system, boiler, covered appliance, plumbing or drainage systems

In all of the above cases you will be charged on the basis of prices quoted separately. The engineer may at his discretion discontinue the provision of services.

### 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. This is to ensure that there is no break in cover if, for whatever reason, the annual service cannot be carried out on the date it is due. 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 on 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 that 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. Cancellation must be provided in writing via post to Unit 8B, Moorfield North Industrial Park, Kilmarnock KA2 0FE or emailing info@mcrobertsheating.co.uk.

Terms and conditions are subject to change during the duration of your contract. The latest most up to date terms and conditions can be found on our website at [www.mcrobertsheating.co.uk](http://www.mcrobertsheating.co.uk)

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