



Home Owner Packages for your complete heating system



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Home Owner
Boiler Only £14 PCM*



- 24/7 call out direct to the engineer
- Unlimited labour and £300 parts cover
- Annual service & home owners certificate
- Call out within 24 Hours

- Multiple Property Discounts
 - Optional Excess Available
 - Package Combinations Available
- * All prices are subject to VAT

This is a simple package offering a basic level of cover for only £14.00 pcm.*

This package includes:

- * **24/7 unlimited call out-**
no charge for call outs, whatever time of day or night! - normally £67.00.
- * **Unlimited labour-**
no need to worry about high labour costs when problems arise.
- * **£300 worth of parts cover.**
- * **An Annual service & home owners certificate-**
normally £67.00 p.a.
- * **A direct contact number-**
saving you time and hassle, a direct line to me!
- * **Call out within 24 hrs-**
this rapid response will help stop problems from escalating,
we aim to be out within 1 Hour depending on emergency.

With this package we can also offer:-

- A £52* excess to reduce your monthly outgoings up to as much as £32 per year.
- A multiple property discount, including family members & friends.
- You can combine this offer with any low or high pressure cylinder package.

Your annual fee for this package is £144.00*

The annual service and certificate will be completed on or before the renewal date of the service plan.

*All prices are subject to VAT

Home Owner

Boiler & Controls £16 PCM*



- 24/7 call out direct to the engineer
 - Unlimited labour and parts cover
 - Annual service & home owners certificate
 - Call out within 24 Hours
 - Electrical Heating controls

 - Multiple Property Discounts
 - Optional Excess Available
 - Package Combinations Available
- * All prices are subject to VAT

This is our intermediate package which is only £16.00 pcm.*

This package includes:-

- * **24/7 unlimited call out-**
no charge for call outs, whatever time of day or night! - normally £67.00.
- * **Unlimited labour-**
no need to worry about high labour costs when problems arise.
- * **Unlimited parts cover.**
- * **An Annual service & home owners certificate-**
normally £67.00 p.a.
- * **A direct contact number-**
saving you time and hassle, a direct line to me!
- * **Call out within 24 hrs-**
this rapid response will help stop problems from escalating,
we aim to be out within 1 Hour depending on emergency.
- * **Electrical controls-**
this includes room thermostats, programable room thermostats, all mechanical and digital
programmers, all pipe thermostats, cylinder thermostats and frost thermostats.

With this package we can also offer:-

- A £52 excess to reduce your monthly outgoings up to as much as £32 per year.
- A multiple property discount, including family members & friends.
- You can combine this offer with any low or high pressure cylinder package.

Your annual fee for this package is £168.00*

Any wireless products are not covered in this package.

If there needs to be any major rewiring to accommodate any new electrical control a Part P qualified electrician will need to be appointed at an additional cost. This service can be provided or your own qualified contractor can be used.

An inspection of the dwelling will need to be completed, a new gas certificate issued then your cover will start.

The annual service and certificate will be completed on or before the renewal date of the service plan.

*All prices are subject to VAT

**Home Owner
Boiler Controls &
Complete System £20 PCM***



- 24/7 call out direct to the engineer
 - Unlimited Labour and parts cover
 - Annual service & home owners certificate
 - Call out within 24 Hours
 - Electrical Heating controls
 - External heating system valves and pumps

 - Multiple Property Discounts
 - Optional Excess Available
 - Package Combinations Available
- * All prices are subject to VAT

This package is great value for money at £20.00 pcm. *

This package includes:-

- * **24/7 unlimited call out-**
no charge for call outs, whatever time of day or night! -normally £67.00.
- * **Unlimited labour-**
no need to worry about high labour costs when problems arise.
- * **Unlimited parts cover.**
- * **An Annual service & home owners certificate-**
normally £67.00 p.a.
- * **A direct contact number-**
saving you time and hassle, a direct line to me!
- * **Call out within 24 hrs-**
this rapid response will help stop problems from escalating,
we aim to be out within 1 Hour depending on emergency.
- * **Electrical controls-**
this includes room thermostats, programable room thermostats, all mechanical and digital
programmings, all pipe thermostats, cylinder thermostats and frost thermostats.
- * **External valves and pumps to the boiler-**
this will include heating pumps and mechanical heating control valves. All radiator lock shields or
thermostatic radiator valves.

With this package we can also offer:-

- A £52 excess to reduce your monthly outgoings up to as much as £32 per year.
- A multiple property discount, including family members & friends
- You can combine this offer with any low or high pressure cylinder package.

Your annual fee for this package is £216.00*

If there needs to be any major rewiring to accommodate any new electrical control a Part P qualified electrician will need to be appointed at an additional cost. This service can be provided or your own qualified contractor can be used. The annual service and certificate will be completed on or before the renewal date of the service plan.

*All prices are subject to VAT

Home Owner
Complete House
Cover £22 PCM



- 24/7 call out direct to the engineer
 - Unlimited labour and parts cover
 - Annual service & home owners certificate
 - Call out within 24 Hours
 - Electrical heating controls
 - External heating system valves and pumps
 - Complete heating hot and cold pipe work
-
- Multiple Property Discounts
 - Optional Excess Available
 - Package Combinations Available
- * All prices are subject to VAT

This is a great package, leaving nothing to chance, giving total peace of mind for £22.00 pcm. *

This package includes:-

- * **24/7 unlimited call out-**
no charge for call outs, whatever time of day or night! -normally £67.00.
- * **Unlimited labour-**
no need to worry about high labour costs when problems arise.
- * **Unlimited parts cover.**
- * **An Annual service & home owners certificate-**
normally £67.00 p.a.
- * **A direct contact number-**
saving you time and hassle, a direct line to me!
- * **Call out within 24 hrs-**
this rapid response will help stop problems from escalating,
we aim to be out within 1 Hour depending on emergency.
- * **Electrical controls-**
this includes room thermostats, programable room thermostats, all mechanical and digital
programmers, all pipe thermostats, cylinder thermostats and frost thermostats.
- * **External valves and pumps to the boiler-**
this will include heating pumps and mechanical heating control valves. All radiator lock shields or
thermostatic radiator valves.
- * **Complete heating hot and cold pipe work-**
this includes any heating, hot or cold pipe work from the stop cock/boiler or cylinder going to any
bath/basin/toilet/kitchen sink/shower/outside tap/loft tank or radiator. All waste pipes and soil
pipes above ground are also covered.

With this package we can also offer:-

- A £52 excess to reduce your monthly outgoings up to as much as £32 per year.
- A multiple property discount, including family members & friends.
- You can combine this offer with any low or high pressure cylinder package.

Your annual fee for this package is £240.00*

Any item connected to any pipe work is not covered along with any drainage that is below ground level, including the cold main. Any work needed to fix a problem can be arranged and a price agreed before any work is carried out.

If there needs to be any major rewiring to accommodate any new electrical control a Part P qualified electrician will need to be appointed at an additional cost. This service can be provided or your own qualified contractor can be used. An inspection of the dwelling will need to be completed, a home owner certificate issued then your cover will start.

The annual service and certificate will be completed on or before the renewal date of the service plan.

*All prices are subject to VAT

General Terms and Conditions.

To start your cover, an inspection may need to be completed, unless there is already a current Gas Safety Certificate in place on the property. If not, a Landlords Gas Safety Certificate will be completed and sent out along with a covering letter reporting any issues.

The date on your Welcome Letter will be the start date for your policy and the annual renewal date. An annual Landlords Gas Safety Certificate will be completed on, or before that date.

Any existing fault found on the first inspection will be dealt with on a case by case basis.

Any boiler of an age will be taken care of, as long as parts are still available. All efforts will be made before condemning a boiler.

Any Boiler or Cylinder replacements, including labour, are not covered.

Any damage caused by gaining access to any problem ex: boxing surrounding leaking pipes, will not be covered and will carry a charge. This will be discussed with you before going ahead with any work.

When taking out a Landlords Package you will be tied in for a minimum of four months.

If any major works have been carried out, you will be tied into the policy until its next renewal date, or a part payment can be arranged.

All contracts will annually renew automatically on the date that is on your Welcome Letter. If you do not want to renew your policy then you need to give not less than 30 days written notice from this date.

You will be notified of any changes to the policy in writing, not less than 60 days before your annual renewal date.

To cancel the policy you will need to give no less than 30 days written notice.

I will give an honest assessment of any situation and offer options on the best, and most cost effective, course of action. However, if you choose not to go ahead with any advised works and the fault reappears, that fault and any resulting damage will not be covered. Ex: If a fault is found to be caused by sludge in the system, I would treat the problem and recommend that you fit a magnetic cleaner at a one off cost. If you choose not to fit the cleaner then any future problem cause by sludge would not be covered.

Any damage caused by water ingress, of any kind, to electrical components will not be covered under the service package. Charges will be applied.

Faults with the main heat exchanger i.e. cracks or corrosion, are not covered under the agreement and will be dealt with by mutual goodwill from both parties.

If an intermittent fault is presenting, all attempts at fault finding will be carried out. Parts will not be fitted until a fault can be established.

We aim to be out to the property the same working day, and within 24hrs at all other times.

24hr Callouts requires there to be danger to life or damage to the property. Steps must be taken by the occupier to isolate the water/-gas supply in the event of a water/gas leak.

Recharging heating systems will be chargeable if the occupier has not taken reasonable steps with guidance over the phone.

You are buying into a small, family run business and you will be dealing with myself and my partner, not a call centre. I provide an honest, reliable and personal service. As there are very few terms and conditions attached, a certain level of trust and good faith will need to be entered into by both parties. I will endeavour to provide the best level of service and care I can. I would appreciate prompt access to the properties concerned, prompt payments, and 'fair use' of the unlimited 24hr callouts'.