

# Heatwave Boiler Care

## Boiler Care Plans

March 2024





## Welcome to Heatwave Boiler Care

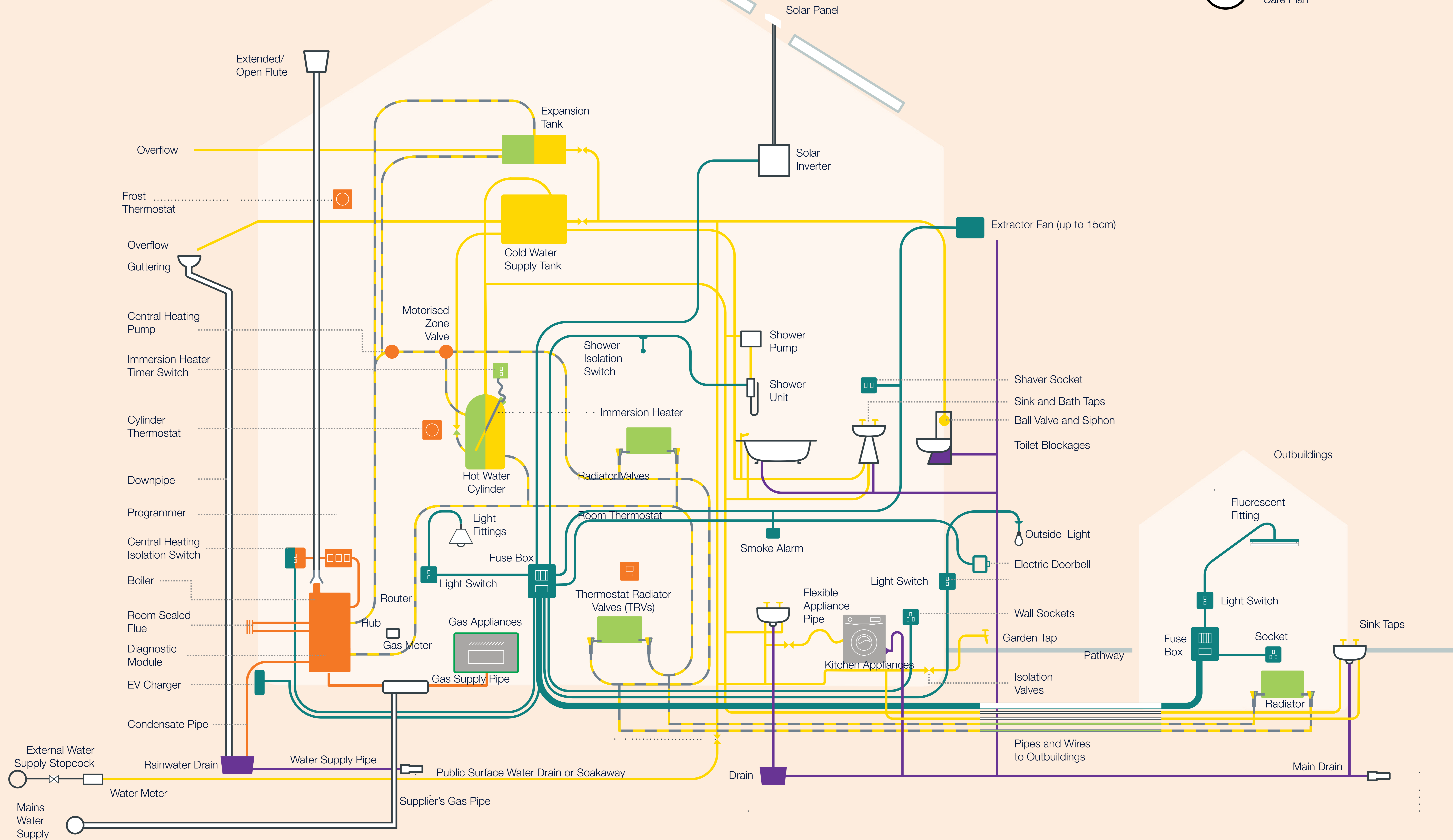
This booklet provides information on our Boiler Care Plans with detail on what is covered and not covered with each of our Plans. We offer 5 levels, and we refer to them as Waves. Wave 1 is our foundational level, all the way up to Wave, 5, our most comprehensive plan.

For help and support, contact us via email at [info@heatwaveboilercare.co.uk](mailto:info@heatwaveboilercare.co.uk) or call us on 03301113825.

# The kinds of things we cover in your home

- Boiler and controls
- Central Heating
- Plumbing
- Electrics
- Drains

○ Shown for reference only, not covered by Care Plan





## Boiler and Controls

### What's Covered:

- All repairs to:
- A single natural gas boiler on your property, that's designed for home use and has a heat output capacity of up to 70kW
- The flue including the flue terminal, up to one metre in length
- The controls that make the boiler work including the programmer, any thermostats, motorised zone valves and central heating pump
- A replacement of the controls that make your boiler work if we can't repair them
- A replacement of the flue including the flue terminal up to one metre in length if we can't repair it
- A first service or annual service

### What's Not Covered:

- Damage caused by limescale, sludge or other debris, if we have told you before that you need to carry out repairs, improvements or a Powerflush, or a similar process, but you haven't done so
- Fixing your showers, their parts and shower pumps
- Any controls designed specifically for underfloor heating
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- Repairing or replacing the flue including the flue terminal for any open flued appliances or if the flue is over one metre in length, unless we installed it
- Repairing or replacing any network hub, smart speaker or voice controlled equipment or any smart functionality, for example connectivity to or from your thermostat and mobile devices

- Replacing or topping up your system inhibitor unless we've removed it
- Any part of your boiler and controls which directly supplies a swimming pool
- Resetting your controls or replacing the batteries
- Repairing or replacing your central heating system
- Repairing or replacing air or ground source heat pumps

## Central Heating

### What's Covered:

- All repairs to the heat and hot water system on your property including:
- Expansion tank, radiators, bypass and radiator valves
- Cylinders and any immersion heater and its wired in timer switch;

And

- The pipes that connect the central heating system
- A replacement of parts of your central heating if we can't repair them
- A first service or annual service

### What's Not Covered:

- Damage caused by limescale, sludge or other debris – if we've told you before that you need to carry out repairs, improvements or a Powerflush, or a similar process, but you haven't done so
- Fixing your showers, their parts and shower pumps
- Repairing or replacing taps
- Any parts that are designed specifically for underfloor heating
- Supply of curved or designer radiators
- Repair or replacement of electrical elements in radiators

- Replacing or topping up your system inhibitor unless we've removed it
- Any part of your central heating which directly supplies a swimming pool

## Plumbing

### What's Covered:

- All repairs to the plumbing system on your property including:
- Your hot and cold water pipes between your internal stopcock up to, and including your taps and garden taps and the flexible pipes to your kitchen appliances
- The hot water cylinder and cold water tanks including immersion heaters, toilet siphons, isolation, ball and radiator valves; and
- Your water supply pipe from the boundary of your property to your home
- A replacement of parts that we can't repair. We will replace a pair of taps to a single item of sanitary ware where only one can't be repaired

### What's Not Covered:

- Showers and their parts, shower pumps, sanitary ware, spa baths, seals and grouting
- Radiators
- Any parts that are designed to boost your mains water pressure
- Water softeners, water filters and waste disposal units and taps that deliver boiling or filtered water
- Water pipes between your home and any detached outbuildings on your property
- Swimming pools, fountains, ponds
- or water features, garden irrigation systems, free standing garden taps and the water pipes running to or from them
- Rainwater pipes and guttering

- Frozen pipes that need defrosting where there is no other damage
- Any water supply pipe that doesn't supply your home
- Water meters
- Plumbing in your outbuildings if the supply is provided by a separate mains connection than to your home
- Repair and/or maintenance of devices fitted to your plumbing system that are designed to assist in the detection of leaks

## Home Electrics

### What's Covered:

- All repairs to the mains electrical system and wiring on your property including:
- The fuse box, light fittings, switches, sockets, isolation switches and your immersion heater timer switch
- Extractor fans up to 15cm in diameter
- Doorbells and smoke alarms that are connected to the wiring
- Outside lighting as long as it's fixed to your home or outbuildings and fitted less than ten metres above ground
- A replacement of parts that we can't repair

### What's Not Covered:

- Electrical appliances, burglar alarms and camera systems
- Showers and their parts, shower pumps, cooker extractor hoods, storage and panel heaters, underfloor heating, swimming pools, controls, pumps, detectors, timers and programmers, electrical plugs, and solar panels and their inverters
- The electricity supply cable up to the fuse box or mains isolation switch if fitted

- Power cables between your home and any detached outbuildings, outdoor fittings or appliances on your property
- Electricians in your outbuildings if the supply is connected to a separate electricity meter than to your home
- Rubber or lead covered cables Complete system rewire
- Outside lighting not fixed to your home or outbuildings
- Electric vehicle charging unit
- Each plan is designed to offer a tiered approach to boiler and heating care, allowing customers to choose the level of coverage that best suits their needs, ensuring their systems are maintained, safe, and efficient year-round.

## Drains

### What's Covered:

- Repairing and unblocking drains to restore flow
- Repairing leaks to internal waste water pipes and external soil and vent pipes
- A replacement of parts that we can't repair

### What's Not Covered:

- Rainwater guttering and down pipes, manholes and their covers, soakaways, septic tanks, cesspits, drainage pumps, treatment plants and macerators and their outflow pipes
- Cleaning and descaling your drains
- Shared drains

## 1. Service Levels

1.1. Priority Response: We aim for same-day service for breakdowns reported on weekdays (excluding holidays), subject to availability.

1.2. Safety Inspections: Conducted during the annual service visit to ensure appliance safety.

1.3. Annual Service: Comprehensive inspection and maintenance of specified appliances.

1.4. Breakdown Coverage: Includes free labor and parts for covered repairs, with exclusions as noted in the plan details.

1.5. Guaranteed Same-Day Service: Available if the request is made before 10 AM on a business day, subject to availability.

## 2. Contract Duration

2.1. The contract is valid for one year from the service date.

2.2. Monthly payment options require a 12-month commitment.

2.3. Early cancellation of monthly payments will result in a bill for the remaining balance.

## 3. Payments and

### Renewals

3.1. Payment are taken via monthly Direct Debit with GoCardless

3.2. Renewals are processed on the anniversary of the contract's start date, with prior notification.

3.3. Heatwave Boiler Care reserves the right to refuse contract renewals.

## 4. Change of Ownership

4.1. New property owners inherit the remaining contract period without any modifications.

4.2. No refunds are provided for the unused portion of the contract.

## 5. Spare Parts Provision

5.1. Heatwave Boiler Care may replace parts with suitable alternatives.

5.2. We are not responsible for delays caused by supplier issues.

## 6. Appliance

### Replacement Exclusions

This contract does not cover complete appliance replacements due to unavailability of parts or appliance failure.

## 7. System Condition

7.1. Acceptance into the care plan does not imply optimal installation or design standards.

7.2. Heatwave Boiler Care may cancel the contract with a full refund if the system is deemed unsafe or unserviceable at the initial visit.

## 8. Use of Subcontractors

Heatwave Boiler Care may employ subcontractors to fulfill service obligations.

## 9. Obligation Limitations

Heatwave Boiler Care is not liable for service delays caused by external factors like industrial disputes or force majeure, nor for costs related to temporary heating or accommodation.

## 10. Exclusions

Coverage does not include:

Time and temperature control adjustments.

Evening, weekend, or holiday call-outs.

Flue system components.

Electrical radiator elements.

Gas supply issues.

Replacement boilers for economically irreparable units.

System inhibitor replenishment.

Plumbing work unrelated to heating.

Battery replacements or control resets.

Underfloor heating components.

Designer radiators.

Damages not covered by the plan or caused by external factors.

