

## *What's Included in Your CarePlan?*

### **Bronze-**

#### Annual Boiler Service and System Health Check

- Accessing the boiler by removing casing, important checks will be made on all major components inside the boiler and cleaned where possible. Will also include safety and operational checks as well as looking for any obvious signs of general wear and tear that we can remedy before total failure.
- Check system controls are working correctly and that the radiators and hot water tank are heating up sufficiently.
- For Landlords Gas Safety Records (LGSR) this will include up to two landlord gas appliances within the property (usually boiler and cooker/hob), the gas meter and associated gas pipework.

### **Silver-**

#### Annual Boiler Service, System Health Check + Boiler Control Repairs

- All the above.
- Repairs to boiler and internal components.
- Standard horizontal flues up to 1 metre in length including the terminal.
- Repairs to the heating system controls including the programmers, thermostats and filling loops.
- 24/7 emergency call out and priority response over non-contract customers.
- We will replace the boiler free of charge if it is under 7 years old and deemed beyond economical repair.
- We will provide a discount of £400 for any boiler that is over 7 years old and deemed beyond economical repair.

## Gold-

### Annual Boiler Service, Boiler Control Repairs + Central Heating and Hot Water Control System Repairs

- All the above
- Repairs to the boiler's external components such as frost stat's and pipe stats.
- Repairs to the heating system components such as motorised valves and domestic sized pumps.
- Repairs to the hot water system components such as programmers, timers, cylinder stats and motorised valves.

## Platinum-

### Annual Boiler Service, Boiler Control Repairs, Central Heating and Hot Water Control System Repairs + Central Heating and Hot Water Component Repairs.

- All the above
- Repairs or replacement of heating components such as radiators, expansion tanks or vessels and ball valves on expansion tanks and cold-water storage tanks.
- Repairs or replacement of vented hot water cylinders (copper or stainless steel) and immersion heaters only. (This does not include Mains pressure Unvented cylinders or Thermal stores themselves.)
- Repairs to vital system components such as pressure reducing valves, pressure relief valves, temperature pressure relief valves, isolation valves and drain points.