

# VANTAGE PLUMBING AND HEATING

## CARE PLANS – TERMS & CONDITIONS



### VANTAGE BRONZE

Package includes the following:

- Annual boiler service, including safety checks and efficiency testing.
- Basic plumbing support, covering minor repairs on essential fixtures like taps and toilets.
- Emergency call-outs for 'make-safe' services only.

Exclusions:

- Coverage for larger plumbing repairs, heating system repairs, or breakdowns.
- Parts not included; support is limited to minor repairs only.

### VANTAGE SILVER

Package includes the following:

- All Bronze benefits.
- Expanded plumbing repair support (covers labour for pipe leaks, drainage, and broader plumbing issues within property boundaries).
- Annual service for air source heat pump systems.
- Unlimited priority call-outs for plumbing-related issues (labour only).
- 30% discount on boiler repair labour costs for any required repairs, with priority booking for boiler repair appointments.
- Complimentary initial boiler inspection upon joining the Silver plan.
- 30% discount on a power flush, available to Silver members and above.

Exclusions:

- Parts not covered in plumbing or boiler repairs; parts-related costs will be charged separately.
- No coverage for central heating system repairs, boilers, or radiators.

### VANTAGE GOLD

Package includes the following:

- All Silver benefits.
- Central heating system support, including labour for repairs on pipework, valves, and boiler-related issues.
- 24/7 emergency response with priority response times for urgent heating issues.
- Free repairs on repairable taps and minor plumbing components.

Exclusions:

- Parts not included in repairs; any required parts will incur additional costs.
- Radiators are not covered; no repairs or replacements provided for radiators.

### VANTAGE PLATINUM

Package includes the following:

- All Gold benefits.
- Unlimited emergency call-outs with no extra charges.
- Annual inspection and health checks for all covered systems.
- Free repairs on repairable taps and minor plumbing issues.
- Dedicated account manager and premium 24/7 support.

Exclusions:

- Major replacements or full system upgrades are not covered.
- Parts not included; costs for replacement parts are charged separately.

## I. INTRODUCTION

Vantage Plumbing and Heating Care Plans provide comprehensive services covering essential maintenance, servicing, and emergency support for your plumbing and heating systems. This document outlines the specific coverage, exclusions, and terms to help you understand the benefits and limitations of our care plans.

## 2. COVERED SERVICES

2.1 Domestic Gas Boilers and Heating Systems:

- Routine servicing, repairs, and safety checks for domestic gas boilers and controls.
- Replacement of standard boiler controls, including thermostats, programmers, and timers, with basic models where required.
- Repairs and maintenance for central heating components, such as radiators, thermostatic radiator valves (TRVs), standard radiator valves, heating pipework, and internal gas supply lines.
- Maintenance of indirect standard and unvented hot water cylinders, cold water storage tanks, and central heating feed and expansion tanks.
- Coverage for hot and cold water pipework from the internal stopcock to all taps inside the property, including garden taps (excluding the stopcock itself).

2.2 Plumbing and Heating System Components:

- Repair or replacement of overflow pipes, ball valves, washing machine hoses, toilets, taps, pan connectors, and waste basin traps.
- Maintenance of internal cold water mains supply pipes and gas supply lines.
- Inspection, testing, and servicing of pressure relief valves, expansion vessels, and filling loops.
- Annual boiler service, including a safety inspection, combustion analysis, and assessment of operational performance.

2.3 Drainage Services:

- Restoring the flow by unblocking or repairing drainage and waste pipes (e.g., unblocking sinks, baths, waste pipes, and rainwater drains) within the boundaries of your property, provided you are solely responsible for those pipes. Public or shared drainage systems are not included.
- Coverage includes parts and labour costs for drainage-related repairs, up to a maximum of £500 (including VAT). If additional work is needed beyond this limit, a quote will be provided.
- Unlimited call-outs for issues covered under drainage services, including clearing blockages and minor repairs.

2.4 Emergency Call-Out Services

- 24/7 year-round emergency response for gas leaks, water leaks, and heating system breakdowns.
- Response Time: We will try our best to attend within 6 hours of receiving the call for emergencies that pose a risk to health, safety, or property integrity.
- Important Note: Emergency call-outs are intended to make the situation safe. Any additional repairs beyond making the situation safe will be charged at applicable rates.

2.5 Additional Benefits

- Telephone consultation and advice from certified engineers regarding central heating and plumbing issues.
- Coverage for both parts and labour for repairs included under the plan (parts are generally not covered in additional benefits).
- Support for maintaining your plumbing and heating systems, including guidance on addressing minor issues independently.

2.6 Fair Usage Policy

- The care plan includes a fair usage policy, ensuring the plan is used for reasonable levels of service. Excessive or improper use may result in restricted service.

## 3. ATTENDANCE TIME FOR CALLS

3.1 Emergency Calls

- For emergencies, such as gas leaks or water leaks, we will try our best to attend within 6 hours from receiving the call. Attendance times are subject to engineer availability and external factors (e.g., severe weather).

3.2 Non-Emergency Repairs

- Attendance for non-emergency repairs (e.g., faulty radiators, intermittent boiler issues) will be arranged within five days during normal business hours (Monday to Friday, 8 am to 5 pm). We strive to attend sooner whenever possible, but this timeframe ensures coverage for unexpected delays.

3.3 Scheduled Appointments

- Routine servicing, inspections, and non-urgent maintenance appointments will be scheduled at a mutually convenient time, generally within 7 working days.

3.4 Appointment Flexibility

- If you need to reschedule an appointment, please provide at least 24 hours' notice. Missed appointments without adequate notice may incur a £50 plus VAT fee.

## 4. BOILER SERVICING ELIGIBILITY

4.1 Boiler Servicing Eligibility

- To qualify for a free annual boiler service under your care plan, you must maintain an active plan for a minimum of 6 months. Customers who do not meet this condition will be charged £85 plus VAT for the service.

## 5. GENERAL CONDITIONS

5.1 Parts Supply, Availability, and Reconditioned Components

- We maintain a stock of common parts and may use reconditioned or equivalent parts without prior customer approval to expedite repairs.

5.2 Access and Special Requirements

5.2.1 Access to Premises

- Customers are responsible for ensuring that our engineers have unobstructed access to all areas necessary for completing the work. We may refuse service if reasonable access cannot be provided, which may result in a call-out fee.

5.2.2 Work Authorisation

- If our engineers identify issues requiring additional work outside the scope of the care plan, we will provide a quote for customer approval. Work will not proceed until authorisation is obtained.

5.2.3 Special Equipment Needs

- Additional charges may apply if repairs require specialist equipment or unique parts beyond the typical scope of the care plan.

5.2.4 Unsafe Conditions

- Services may be delayed or cancelled if the work environment is deemed unsafe by our engineers, and a cancellation fee of £50 plus VAT may apply.

## 6. EXCLUSIONS

6.1 Pre-Existing Issues and Initial Contract Period:

- Excludes faults or parts required within the first 30 days of the contract initiation.

6.2 Full Boiler Replacements:

- Complete boiler replacements are not covered under the plan.

6.3 Replacement of Batteries and Resets:

- Excludes replacement of batteries for heating time controls, thermostats, or resetting boiler systems.

6.4 Exclusions for Specialised Systems:

- Excludes coverage for replacement of wireless smart heating controls, underfloor heating systems, and swimming pool heating controls.

### 6.5 Pressure Adjustments:

- Topping up of boiler pressure is not included in the coverage.

### 6.6 Blockages Due to Sludge or Debris:

- Excludes repair or clearing of partially or fully blocked pipes caused by a build-up of sludge or iron oxide.

### 6.7 Descaling and Cleaning:

- Does not cover the removal of sludge, limescale, or other deposits from the boiler or heating system.

### 6.8 Damage from Scale or Sludge:

- Excludes damage or failures resulting from scale or sludge build-up.

### 6.9 Maintenance Tasks:

- Excludes routine maintenance tasks such as venting or balancing radiators, removing airlocks, refilling radiators, or topping up the heating system after work done by you or another contractor.

### 6.10 Flue and Chimney Work:

- Any work related to flues, flue liners, or chimneys, whether internal or external, is not included.

### 6.11 Cosmetic Parts and Non-Essential Items:

- Cosmetic parts like boiler casings or any decorative components are not covered.

### 6.12 Warm Air Heating Systems:

- Excludes all work related to warm air heating systems.

### 6.13 Corrosion and Structural Repairs:

- Excludes repairs due to corrosion or any structural repairs, including those related to subsidence, flooding, or fire.

### 6.14 Specialist Repairs and Equipment:

- Excludes work involving specialised equipment, such as pressure testing or re-energising air gaps.

### 6.15 Access Issues:

- Does not cover the cost of accessing appliances or systems that are difficult to reach due to design flaws.

### 6.16 Repairs to External Fixtures and Systems:

- Excludes repairs to external systems, such as gas supply lines, drainage pipes, and rainwater systems.

### 6.17 Showers and Pumps:

- Excludes repairs to showers, shower mixers, shower pumps, macerators, and similar components.

### 6.18 Specialised Equipment and Installations:

- Excludes items like electric showers, sanitary ware, pop-up waste mechanisms, kitchen sinks, and waste disposal units.

### 6.19 Lagging and Insulation:

- Does not cover grouting or lagging of pipework or cylinders.

### 6.20 Specialised Cylinders and Tanks:

- Excludes repairs to specialised cylinders (e.g., Primatic cylinders, Gledhill units) and tanks over a certain capacity.

### 6.21 Garden Features and Decorative Fixtures:

- Excludes coverage for garden features or decorative items.

### 6.22 Booster Pumps and External Components:

- Does not include coverage for booster pumps or any external pipework.

### 6.23 Consumables and Cleaning Agents:

- Consumables such as chemicals used for flushing, inhibitors, and leak sealers are not covered.

### 6.24 Pipe Freezing:

- Excludes any repairs or damage caused by frozen pipes. Customers are responsible for ensuring adequate insulation and heating during cold weather to prevent freezing. This includes, but is not limited to, burst pipes due to freezing conditions.

### 6.25 Water Leak Detection:

- Excludes the cost of detecting hidden leaks within the property. Coverage does not include specialised services such as infrared scanning, acoustic leak detection, or other

advanced methods used to identify the source of leaks.

### 6.26 Drainage Exclusions:

- Does not cover repairs or unblocking of shared drains with another property.
- Excludes repairs or replacements for manholes, soakaways, septic tanks, cesspits, treatment plants, rainwater guttering, and their outflow pipes.
- Does not cover routine cleaning or descaling of drains.
- Excludes repairs or unblocking of drains outside the boundary of your property or those used primarily for commercial purposes.
- Excludes repairs or replacements for any lead or steel pipes.
- Does not cover access to drainage system points like manhole covers built over due to subsidence, settlement, or root damage.
- If called out for an issue unrelated to your drainage, an £85 call-out fee plus VAT will apply, and a quote for the repair will be provided.

### 6.27 Split Cylinders and Tanks:

- Excludes repairs or replacements for split cylinders or tanks. Customers are advised to maintain and regularly inspect cylinders and tanks to prevent damage and leaks.

### 6.28 Sealant, Shower Silicone, and Wet Rooms:

- Excludes coverage for sealant, shower silicone, grouting, wet rooms, or any leaks resulting from these issues. Such leaks or damage are considered non-repairable under the care plan.

## 7. HEALTH AND SAFETY

### 7.1 Health and Safety Compliance

- Our engineers adhere to all relevant health and safety regulations, including the Health and Safety at Work Act 1974.

### 7.2 Customer Responsibilities

- Customers must provide a safe working environment, including clear access to the work area. We reserve the right to refuse service if safety concerns are present, which may result in a call-out fee.

### 7.3 Accident Reporting

- Both parties must report any accidents or incidents occurring during a service visit promptly to facilitate an appropriate investigation.

## 8. RENEWAL AND TERMINATION

### 8.1 Renewal

- Your care plan will automatically renew annually unless we receive notice of cancellation at least 28 days before the renewal date. Any changes to the plan's terms or pricing will be communicated 30 days in advance.

### 8.2 Termination

- We reserve the right to terminate care plans in cases of non-payment, breaches of terms, or if continuation of service presents safety risks.

### 8.3 Changes to Plan Coverage

- We may change plan terms, conditions, or coverage at any time. Customers will be informed of significant changes 30 days in advance and have the right to cancel without penalty if they do not accept the new terms.

## 9. CANCELLATION POLICY

### 9.1 Customer-Initiated Cancellation

- You can cancel your plan within 28 days of the start date for a full refund, provided no work has been carried out under the plan.

### 9.2 Provider-Initiated Cancellation

- Vantage Plumbing and Heating reserves the right to cancel your plan for reasons such as non-payment, where spare parts are no longer available, false information was

provided, or if continuing the plan presents safety concerns.

### 9.3 Refund Conditions

- Refunds will only be issued if no work has been performed under the plan at the time of cancellation.

## 10. LIABILITY LIMITATIONS

### 10.1 Limitations of Liability

- Vantage Plumbing and Heating shall not be liable for any indirect, special, incidental, or consequential damages arising from or related to our services, including, but not limited to, loss of profits, damage to property, or any third-party claims. Our total liability in respect of any loss or damage shall be limited to the amount paid by the customer for the service in question.

### 10.2 Force Majeure

- Vantage Plumbing and Heating shall not be held liable for any failure or delay in performing our obligations under this agreement due to circumstances beyond our reasonable control, including, but not limited to, acts of God, war, strikes, labour disputes, fire, flood, government restrictions, or supply shortages.

### 10.3 Consequential Losses

- Excludes coverage for any secondary damage caused by system failures, unless due to our negligence. Customers are advised to maintain adequate home insurance to cover such losses.

### 10.4 Insurance-Covered Risks

- This care plan does not replace home insurance. Risks typically covered by home insurance (e.g., fire, flood, structural damage) are excluded from coverage.

## 11. DATA PROTECTION AND PRIVACY

### 11.1 Data Protection

- Vantage Plumbing and Heating will handle all personal data in accordance with the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018. We will use your personal data solely for managing your service plan, providing support, and fulfilling our contractual obligations. Your data will not be shared with third parties without your explicit consent, except where required by law.

### 11.2 Confidentiality

- Both parties agree to maintain the confidentiality of any personal, financial, or proprietary information exchanged as part of this agreement, except where disclosure is required by law or to fulfill contractual obligations. Vantage Plumbing and Heating will take all reasonable steps to ensure that your information is stored securely.

## 12. GOVERNING LAW

- These terms and conditions are governed by and construed in accordance with the laws of England and Wales. Any disputes arising out of or in connection with this agreement will be subject to the exclusive jurisdiction of the courts of England and Wales.

## 13. DISPUTE RESOLUTION

- In the event that a complaint cannot be resolved through our internal procedures, both parties agree to consider mediation or arbitration as a means to resolve the dispute before proceeding to formal legal action. This process aims to ensure disputes are resolved fairly, promptly, and at a reasonable cost.

## 14. CONTACT US

### 14.1 Contact Information

For any enquiries or further clarification regarding these terms and conditions, please contact us:

# VANTAGE PLUMBING AND HEATING

## CARE PLANS – TERMS & CONDITIONS



- Landline: 01462 506374
- Mobile: 07713 161513
- Email: info@vantageplumbingandheating.co.uk
- Address: Vantage Plumbing and Heating, 11 Bancroft, Hitchin, SG5 1JQ

We aim to acknowledge all communications within 5 working days and provide a comprehensive response within 14 working days.

### 14.2 Complaints Escalation

- If you have a complaint, please contact our Service Manager using the details provided above.
- If your complaint is not resolved to your satisfaction by our Service Manager, you may escalate the matter to a Director. We will make every effort to acknowledge complaints within 5 working days and provide a full response within 14 working days.
- Does not cover access to drainage system points, such as manhole covers that have been built over due to subsidence, settlement, or root damage.
- Call-Out Fee for Unrelated Issues: If called out for an issue unrelated to your drainage, an £85 call-out fee plus VAT will apply, and a quote for the repair will be provided.

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We aim to acknowledge all communications within 5 working days and provide a comprehensive response within 14 working days.

### 14.2 Complaints Escalation

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- If your complaint is not resolved to your satisfaction by our Service Manager, you may escalate the matter to a Director. We will make every effort to acknowledge complaints within 5 working days and provide a full response within 14 working days.
- In cases that require further investigation, we will keep you informed of the progress and the estimated time to resolve the issue.

## 15. GENERAL EXCLUSIONS (ADDITIONAL)

### 15.1 Design Flaws and Existing Defects

- Coverage does not include repairs for issues due to design flaws or pre-existing defects prior to entering into the care plan agreement.

### 15.2 Costs Due to Negligence or Misuse

- Coverage does not extend to damages or faults resulting from deliberate damage, negligence, misuse, or tampering with any part of the heating or plumbing systems.

### 15.3 Access-Related Costs

- Costs associated with accessing hidden components (e.g., beneath floors or within walls) are not covered. This includes any work required to remove obstacles or provide necessary access for repairs.

### 15.4 Improvement and Upgrade Exclusions

- The plan does not cover any work required to upgrade or improve systems to meet current safety or efficiency standards beyond their original installation.

### 15.5 Consequential Damage

- Coverage does not extend to indirect or consequential damage resulting from system breakdowns or leaks, including damage to carpets, furniture, or other personal belongings.

### 15.6 Asbestos Handling

- Removal or handling of asbestos or any hazardous material associated with your system is not covered. The presence of asbestos must be disclosed before any work begins.

### 15.7 Manufacturer Requirements

- Costs arising due to failure to follow manufacturer instructions, including improper use, servicing, or installation, are excluded from coverage.

## 16. PAYMENT DEFAULT POLICY

- If a payment remains outstanding for more than 14 days after notification, Vantage Plumbing and Heating reserves the right to suspend all services until the account is brought up to date. Continued non-payment may result in termination of the care plan and recovery of any outstanding fees.

## 17. STATUTORY RIGHTS

- These terms and conditions do not affect your statutory rights as a consumer.

## 18. CHANGE IN LAW CLAUSE

- Vantage Plumbing and Heating reserves the right to alter service offerings, pricing, or terms as required by changes in law or industry regulation. Customers will be notified of such changes at least 30 days in advance.

### 19. NON-TRANSFERABILITY CLAUSE

- This care plan is non-transferable and applies solely to the original contract holder at the property specified. Any sale of the property or change in occupancy will result in the automatic cancellation of this care plan unless otherwise agreed.

### 20. REVIEW AND SIGN-OFF CONFIRMATION

By enrolling in the care plan, you confirm that you have read and understood these terms and conditions.

- Maintenance of indirect standard and unvented hot water cylinders, cold water storage tanks, and central heating feed and expansion tanks.
- Coverage for hot and cold water pipework running from the internal stopcock to all taps inside the property, including garden taps, but excluding the stopcock and the taps themselves.
- Maintenance of internal cold water mains supply pipes and gas supply lines within the property.
- Inspection and servicing of pressure relief valves, along with an annual boiler service and safety inspection.
- Coverage includes parts and labour costs for drainage-related repairs up to a maximum limit of £500(including VAT).
- Response Time: Within 8 hours of receiving the call.
- Emergency call-outs are intended to make the situation safe. Any additional repairs required beyond making the situation safe will be charged at the applicable rates according to your plan's terms.
- Coverage for both parts and labour for repairs included under the plan.
- Excludes repairs or replacements for manholes, soakaways, septic tanks, cesspits, treatment plants, rainwater guttering, and their outflow pipes.
- Does not cover routine cleaning or descaling of drains.
- Excludes repairs or unblocking of drains outside the boundary of your property or those used primarily for commercial purposes.
- Excludes repairs or replacements for any lead or steel pipes.
- Does not cover access to drainage system points like manhole covers built over due to subsidence, settlement, or root damage.
- If called out for an issue unrelated to your drainage, an £85 call-out fee plus VAT will apply, and a quote for the repair will be provided.
- 8 hours of receiving the call. Emergency calls are prioritised and attended to on a 24/7 basis, year-round, with the goal to respond as quickly as possible, subject to the availability of engineers and external factors (such as extreme weather conditions).
- 48 hours from the time of notification, during normal business hours (Monday to Friday, 8 am to 5 pm).
- 7 working days for non-urgent work, subject to engineer availability.
- Weather-Related Freezing Responsibility: By enrolling in the care plan, you acknowledge that it is your responsibility to ensure adequate insulation and heating to prevent pipes from freezing during cold weather. If a call-out is required to address frozen pipes or implement preventive measures, a charge of £65 plus VAT may apply. Vantage Plumbing and Heating is not liable for damages arising from frozen pipes as this is considered preventable.