



CALDERWOOD PLUMBING AND HEATING

Boiler Service Plan Terms and Conditions

These Terms and Conditions form the agreement between you (the customer) and Calderwood Plumbing & Heating Ltd (CPH). By setting up a Direct Debit or making any payment towards a Service Plan, you agree to these Terms and Conditions.

1. General Terms Applicable to All Plans

1.1 All plans are subject to a 12-month minimum agreement and will continue on a rolling monthly basis thereafter.

1.2 Payment must be made by Direct Debit monthly in advance.

1.3 You may cancel your plan by giving 30 days' notice in writing. If you have received any repairs, callouts or breakdown attendance within the first 12 months, you will remain liable for the full 12 months' payments.

1.4 No refunds will be issued for any payments already made.

1.5 CPH will contact you up to three times to arrange your annual service. If a suitable time cannot be agreed, the plan may be cancelled without refund.

1.6 CPH may reschedule service appointments at short notice during periods of high breakdown demand.

1.7 CPH may use suitably qualified subcontract engineers.

1.8 It is the customer's responsibility to ensure safe, clear and reasonable access to the boiler and associated components. If access is obstructed, the appointment will be aborted and a re-attendance charge will apply.

1.9 CPH is not responsible for removing, altering, or reinstating cupboards, flooring, boxing-in or joinery to access equipment.

1.10 CPH is not liable for damage caused by failure of internal or external boiler or heating system components.

1.11 Missed appointments or no-access will be charged as failed attendance.

1.12 Any change to plan pricing will be notified 60 days in advance.

1.13 Pre-existing faults are not covered under any plan. Any faults identified at the start of the plan or within the first visit must be repaired at the customer's cost before cover is active.

2. Contacting Us (Fault Reporting)

2.1 All faults and breakdowns must be reported via email only: info@calderwoodplumbing.co.uk

2.2 Telephone enquiries: 07955 113 282 (08:30 – 17:00, Monday to Friday)

2.3 We will endeavor to attend within 48 hours from your initial request. However, response times vary during peak periods.

3. Beyond Economic Repair (BER) and System Condition

3.1 A boiler is classed as BER if the cost of repair exceeds 50% of replacement and the boiler is over 7 years old, or if required parts are discontinued.

3.2 If BER applies, CPH will issue a replacement quote and the boiler will no longer be covered.

3.3 Unsafe or non-compliant systems must be upgraded before breakdown cover continues.

3.4 Sludge, corrosion, or poor system water quality faults are not covered. CPH will quote for corrective cleaning work.

3.5 If the plan is cancelled within 12 months of a repair, the customer is liable for the repair and service costs.

3.6 If CPH attends and the boiler cannot be accepted onto a plan, a £90 inspection charge applies. This is refunded against a replacement boiler if purchased within 30 days.

4. Service Plans

4.1 Basic Plan (Annual Service Only)

- Annual boiler service only.
- No breakdown, callout, labour, parts or repairs included.

4.2 Standard Plan (Breakdown Labour Only)

- Annual boiler service.
- Breakdown attendance included; parts are chargeable.
- Radiators, cylinders, controls, pumps and pipework excluded.

4.3 Premium Plan (Boiler Parts & Labour Cover)

- Annual boiler service.
- Boiler breakdown parts and labour included.
- Zone valves within 1 metre of the boiler included.
- Radiators, cylinders, controls and pipework excluded.
- Failures due to sludge/corrosion excluded.

4.4 Radiator Cover Plan

- All Premium cover plus radiator and TRV replacement (like-for-like).
- Designer radiators may incur additional cost.
- System pipework excluded.
- Failures due to sludge/corrosion excluded.

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