Care Plan Products

Terms and Conditions

AQUILA

WORCESTER
Accredited Installer

BOSCH

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1. About the Care Plans

Overview
Our new Care Plans have been designed to cover the majority of homeowner and landlord requirements. ***These plans are for Domestic properties only***, for Commercial cover please see '**Custom Plans**'. We have developed these plans and support systems based on years of experience providing high quality support to our customers and listening to their feedback. When you sign up to one of our Care Plans you will get a free assessment of your system both in terms of identifying any potential future issues and offer energy saving advice through usage advice or through the introduction of modern technology.

Optional Extras
We have made the Care Plans as 'customisable' as possible, so you will have the ability to select your fuel type (Gas, LPG or Oil) and then select the following additional cover:

- Select multiple appliances for servicing and for gas safety certificates (add a fire, Air conditioning, Solar PV Panels, ASHP or another boiler)
- Cover your water cylinder and F&E tanks
- Cover heating controls
- Plumbing cover
- Electrical Cover

Please note: 'Additional appliances' covers annual servicing only. If you require breakdown cover on more than 1 boiler you will need to add an additional 'Boiler Care' plan.

Plumbing Cover

Covers all aspects of the properties hot and cold plumbing. Cover excludes the supply of replacement taps, showers etc. but includes the labour for exposed brassware. Supply of brassware can be quoted separately. Drainage cover is not included. Drainage covers blocked main drains, toilets, sinks, baths and showers. Additional labour charges may apply for concealed brassware I.e. Belfast sink tap replacements or tiled in bath taps.

Electrical Cover

Covers all aspects of the properties fixed electrical installation including wiring, receptacles and mains consumer unit. None-standard fittings (Standard plastic switched and light fittings) are not covered. Replacement with a standard fitting (Including labour) is covered. Any additional upgrade cost to be paid the customer. Includes 5 yearly EICR report.

Solar PV & Battery (Annual Service Only)

Includes and annual check of the Solar PV & Battery installation. This includes a visual check of all panels, Inverter, switchgear and cables. Also includes a full electrical check, ensuring the system is working at optimal performance and to manufacturers specifications. Identification of faults on the service is also covered. Repair/Rectification work would be quoted for.

Air Conditioning (Annual Service Only)

Includes and annual check of the air conditioning units. This includes a visual check, cleaning and disinfecting all filters and AC components. Identification of faults on the service is also covered. Repair/Rectification work would be quoted for. For multiple AC units at one property please count the 'Indoor Units' only for pricing.

ASHP (Annual Service Only)

Includes and annual check of the air source heat pump. This includes a visual check, cleaning fans and components. Identification of faults on the service is also covered. Repair/Rectification work would be quoted for.

Custom Plans

Whilst we have tried to cover most of the common requirements, we do understand that there are always exceptions. If you do require cover for something not listed or want commercial cover, please contact us at enquiries@aquila-plumbing.com or call 01925 234450 to arrange an appointment.

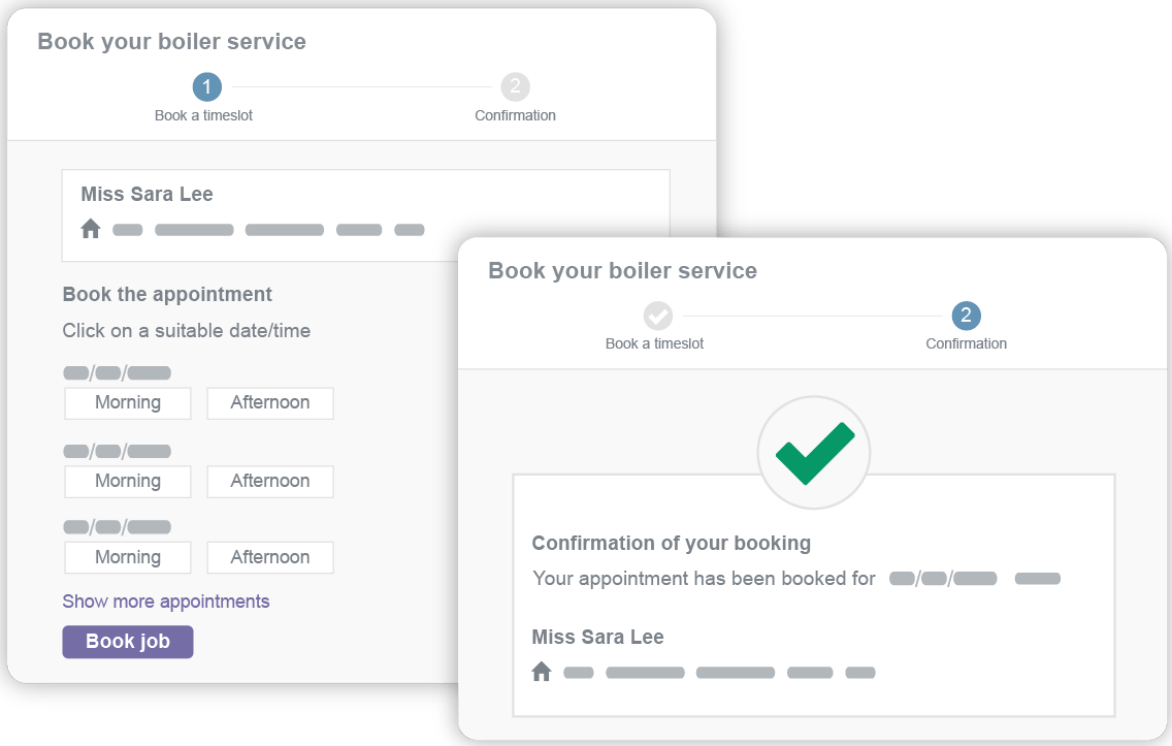
Pricing & Operating Hours

We have endeavoured to make our plans as competitive as possible which is why the price of your care plan is calculated on-line and based on your specific requirements, so you are not paying for cover that is not required. In addition, and unlike the large national providers, we do not offer '24 Hour' call out. We operate between 09:00-16:00 Monday to Friday (Excluding Bank Holidays) and aim to be with you within 24 working hours. There are several reasons for this approach, firstly the cost of putting engineers on 24 hour callout is very costly and should an engineer get called out, out of hours short of turning the stop tap to turn the water off in the case of a leak, there is very little else that could be done in the middle of the night with no access to parts as all suppliers do not operate 24 hours. Secondly whilst large providers offer '24 Hour' cover, this **does not** mean the **same day** it may be several days or even weeks before an engineer can attend. Over the years, our approach has been proven to provide our customers with not only cost-effective cover, but with a service that benefits from significantly reduced waiting times between the fault being reported to it being fixed, compared to that of the large national companies.

Other Benefits

- Automated Email & SMS Annual Service Reminders
- Automated Email & SMS Customer Appointment Reminders
- Automated Email & SMS Tenant Appointment Reminders
- Electronic Service Certificated Emailed
- Electronic CP12 Gas Safety Certificates Emailed

- Electronic EICR reports
- Advanced Booking Portal – No need to call, simply log into your own portal and select a suitable date and time.



2. Homeowner Plans

Service Care
Covers:

- Your annual boiler service

This plan covers your “annual boiler service” only to maintain your manufacturer’s warranty and to keep your boiler running efficiently. This plan is for domestic properties only and can cover Gas, LPG, or Oil. You could add additional appliances to this plan, for example if you had 2 boilers & a gas fire, you would add 2 additional appliances. Any parts required on the annual service that are not covered by your manufacturers guarantee may be charged extra, but at a discounted rate. There is no pre-contract survey required for this plan. Terms and conditions apply.

Boiler Care
Covers:

- Your annual boiler service
- Parts and labour warranty for any boiler breakdowns
- Any **Optional Extras** cover selected

Boiler Care plans **require** a pre-contract inspection. Terms and conditions apply.

System Care
Covers:

- Your annual boiler service
- Radiators
- Radiator Valves
- Exposed heating pipework
- Any **Optional Extras** selected

System Care plans **require** a pre-contract inspection. Terms and conditions apply.

Boiler & System Care
Covers:

- Your annual boiler service
- Parts and labour warranty for any boiler breakdowns
- Radiators
- Radiator Valves
- Exposed heating pipework
- Any **Optional Extras** selected

Boiler & System Care plans **require** a pre-contract inspection. Terms and conditions apply.

3. Landlord Plans

Service Care
Covers:

- Your annual boiler service
- Your annual CP12 Gas Safety Certificate (Up to 2 appliance)

This plan covers your "annual boiler service" only to maintain your manufacturer's warranty and to keep your boiler running efficiently. This plan is for domestic properties only and can cover Gas, LPG, or Oil. You could add additional appliances to this plan, for example if you had 2 boilers & a gas fire, you would add 2 additional appliances. Any parts required on the annual service that are not covered by your manufacturers guarantee may be charged extra, but at a discounted rate. There is no pre-contract survey required for this plan. Terms and conditions apply.

Boiler Care
Covers:

- Your annual boiler service
- Your annual CP12 Gas Safety Certificate (Up to 2 appliance)
- Parts and labour warranty for any boiler breakdowns
- Any **Optional Extras** cover selected

Boiler Care plans **require** a pre-contract inspection. Terms and conditions apply.

System Care
Covers:

- Your annual boiler service
- Your annual CP12 Gas Safety Certificate (Up to 2 appliance)
- Radiators
- Radiator Valves
- Exposed heating pipework
- Any **Optional Extras** selected

System Care plans **require** a pre-contract inspection. Terms and conditions apply.

Boiler & System Care
Covers:

- Your annual boiler service
- Your annual CP12 Gas Safety Certificate (Up to 2 appliance)
- Parts and labour warranty for any boiler breakdowns
- Radiators
- Radiator Valves
- Exposed heating pipework
- Any **Optional Extras** selected

Boiler & System Care plans **require** a pre-contract inspection. Terms and conditions apply.

4. Terms & Conditions

4.1. Scope of the service contract

Aquila Heating & Plumbing Ltd will provide the level of cover as set out below in respect of the private domestic central heating system.

4.2 Important points

- The cover is not an emergency cover
- We do not offer cover for evenings, weekends or bank holidays
- Limited cover between Christmas and New Year.
- To activate the care plan one of our engineers would need to service the boiler and inspect the system. Should our engineers deem the Boiler/system unsuitable, a quote will be issued for remedial work required which will need to be carried out prior to contract approval
- Some Consumables, i.e., graphite burner seal, electrodes, etc maybe chargeable.

4.3 Definitions & scope of cover

Service Care
This cover includes a service on the boiler and does not include the cost of parts and labour for repair.

Boiler Care
All components within the boiler casing excluding the flue system

System Care
All components external to the central heating boiler, Radiators, radiator valves and exposed pipework (external circulating pump, timers/programmers and room/cylinder thermostats, motorised valves are covered under the external controls add-on) Excludes hot water cylinders and flue systems.

Boiler & System Care
The central heating boiler including all components within the boiler casing including the appliance isolating valves thermostatic radiator valves, radiators, and exposed central heating pipework. (external circulating pump, timers/programmers and room/cylinder thermostats, motorised valves are covered under the external controls add-on). Excludes hot water cylinders and flue systems.

Beyond economical repair
A boiler will be deemed beyond uneconomical repair if it is over 10 years old and the repair costs (parts and labour) exceed £300 or if the boiler is under 10 years old and the repair costs (parts and labour) exceed £400.

4.4 Level of cover

Priority Attention
Aquila Heating & Plumbing Ltd will endeavour, subject to workload and labour availability, to call within 24 working hours (08:00 – 16:00 Monday - Friday, excluding bank holidays) in response to any breakdown or failure of the central heating system.

Safety Check
At the same time as the annual service visit a Service Engineer will check the safe

operation of the appliances specified.

Annual visit
A Service Engineer will inspect the appliances specified once a year and clean and adjust them as necessary.

Breakdown Parts & Labour
No charge will be made in respect of labour or parts and materials used in repairing any reported fault, unless not included under the care plan.

Guaranteed 24 Hour Callout
The office must have received your visit request before 10am on a working day to qualify for the guaranteed 24 hour call out. Subject to availability.

4.5 Period of service contract

The Service Contract is valid for one year from the date of the service.

A minimum of 12 monthly payments are required, in any one year.

If the monthly direct debit is cancelled during the contract period, the outstanding will be invoiced for full payment.

4.6 Payment & Renewal

Payment for the Service Contract is made by a recurring annual payment or monthly payments. All payments are collected via Direct Debit with GoCardless.

The renewal date of the Service Contract will be the yearly anniversary of the date the Service Contract was first taken out. The contract will automatically re-new on this date unless you have informed us otherwise in writing.

Aquila Heating & Plumbing Ltd, at its discretion, may refuse to offer renewal of any Service Contract.

4.7 Change of ownership

If the ownership of the premises in which the appliance(s) covered by this Service Contract changes the new owner shall have the benefit of the Service Contract for the remainder of the period for which the payment has been paid.

4.8 Provision of spare parts

Aquila Heating & Plumbing Ltd may supply and fit adequate replacement parts or components which may not the same as the parts being replaced.

Aquila Heating & Plumbing Ltd shall not be held responsible for any delay in the provision of spare parts by suppliers.

4.9 Replacement of central heating appliance or other appliances

This Service Contract does not include the replacement of the central heating appliance or other appliance(s) in the event of spare parts or components not being reasonably available.

4.10 Condition of the central heating system or other gas appliances

Acceptance of a central heating system or any other appliance(s) or system components onto a Service Contract does not imply that it is installed satisfactorily or to the prevailing standards of Aquila Heating & Plumbing Ltd. Aquila Heating & Plumbing Ltd will not accept responsibility for any inadequacy attributable to the original design and makes no warranty as to fitness for purpose or condition.

At the time of the first service visit, Aquila Heating & Plumbing Ltd reserves the right to cancel the Contract and refund any monies paid for reasons of safety, accessibility for servicing or non-availability of spare parts.

4.11 Use of sub-contractors

Aquila Heating & Plumbing Ltd reserves the right to use subcontractors to carry out all or any part of the services provided under this Service Contract.

4.12 Limitation of obligation

Aquila Heating & Plumbing Ltd shall not be liable if it is unable to carry out its obligations under the Service Contract due to industrial disputes or force majeure. Aquila Heating & Plumbing Ltd shall not be liable for the cost of temporary secondary heating. Or any expenses or temporary accommodation costs.

4.13 Exclusions (Plan dependant)

The following are excluded from this Service Contract:

- Adjustment to time and temperature controls.
- Call outs during the evening, weekends, and bank holidays
- The whole flue system or any part of the flue system and its connections/seals
- Oil tanks, oil lines and components on the oil line
- Electrical elements in radiators.
- The gas supply pipe and the size of the pipe.
- A replacement boiler if the existing boiler is beyond economical repair
- Replacing or topping up your system inhibitor unless we've removed it
- Plumbing work to hot, cold or wastewater pipes.
- Plumbing items such as showers and taps
- Resetting your controls or replacing the batteries
- Any parts that are designed specifically for underfloor heating
- Supply of curved or designer radiators
- Costs arising from the failure of the appliance or a component under the cover, including damage caused by water leaks.
- The replacement of decorative parts.
- Any defect or adequacy attributable to the original design of the gas central heating system/appliances.
- The fabric of the building or pipework and flue pipework buried in it.
- Any defect caused through malicious or wilful action, negligence, or third-party interference.

- Any defect or damage occasioned by fire, lightning, explosion, flood, storm, tempest, frost/ice, impact, ingress, adverse and/or prolonged weather conditions or other extraneous cause.
- Consequential damage or loss arising as a result of a defect occurring in the central heating appliance, system, or the appliances unless such a defect damage or loss is attributable to the negligence of Aquila Heating & Plumbing Ltd.
- Any defect or damage occurring from a failure of the gas, oil, electricity, or water supply.
- Descaling and any work arising from hard water scale deposits or from damage caused by aggressive water or an ingress of silt/debris from the water supply main e.g., boiler noises, debris, blockage.
- Damage caused by internal corrosion.
- The routine refill / top-up of sealed systems.
- Damage to components caused by central heating system debris or by poor quality heating water or lack of system inhibitors. Additional system inhibitor chemicals are at extra cost.
- EV Chargers
- CCTV & Security Systems
- Solar PV panels and Inverters
- Battery Storage Systems
- Electrics in outbuilds
- Underground cables
- Electrical Underfloor heating
- Swimming pools
- Fixed appliances such as Oven, Hob, Microwave Etc.
- Accidental Damage
- Extractor fans over 150mm
- MVHR systems
- Storage and panel heaters
- Electrical Showers

Last updated on 01/07/2025