



INSTALLING THE BEST, SERVICING THE REST!

Warm Home Care Plans



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Our warm home care plan has been personalised to suit the needs of our customers, therefore we now offer a range of affordable warm home care plans for complete peace of mind.

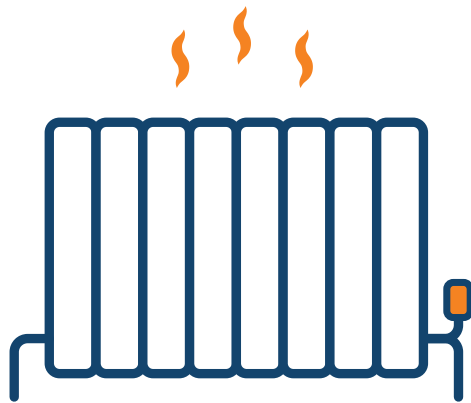
**12 MONTHS PEACE OF MIND
FROM ONLY 27P A DAY...**

We want to offer you more than just a boiler service, as many other factors can cause issues with your heating system. Keeping your home safe and warm is our number one priority. All this from a local company who can offer the personal service you deserve.

Check out our 5 star reviews



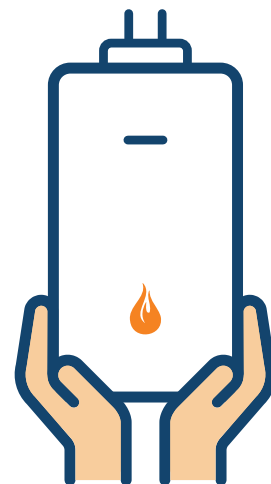
Really pleased with new boiler and radiators. Tom gave some great advice about changing boiler location and what boiler/radiators to install. Quote/invoicing really transparent, so you know exactly what you're paying for. Above all fantastic communication throughout the job (in unoccupied house and unable to do face to face meetings due to Lockdown), so I knew what was going on at every stage. Highly recommended. Bring on the bathroom!



 Trustpilot







































Great company, real quality of work, fantastic communication with us. We had our back boiler removed and changed for a new combi boiler (whole new gas/heating system) by Tom and his team back in November 2018, Tom has since helped us install a new bathroom as well. Will continue to use Arlow Plumbing in the future. Highly recommended.







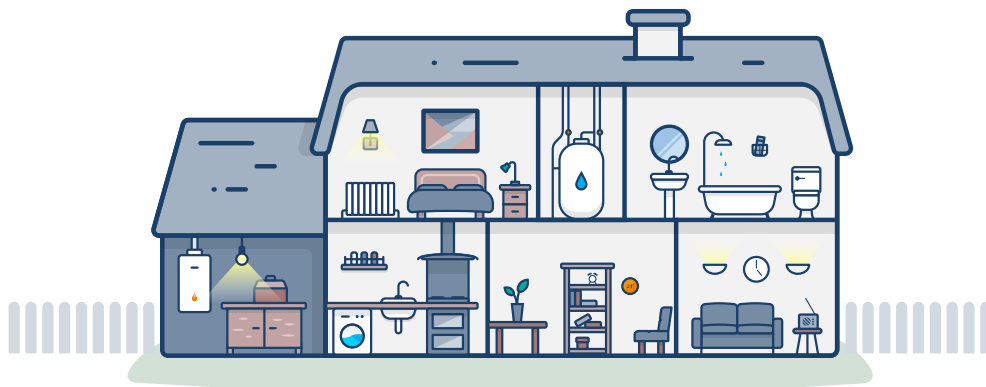
Care plan prices

| | Standard boiler service | Platinum care plan | Platinum+ care plan |
|--|---|---|---|
| Full annual boiler service (30 reminder service) |  |  |  |
| Electronic (pdf) full service report |  |  |  |
| Clean inline magnetic filter |  |  |  |
| CO2 alarm check & test (supply if needed) |  |  |  |
| Gas safety check (checking other appliances) |  |  |  |
| Radiator health check (bleed & balance heating system) |  |  |  |
| Time & temperature controls set up |  |  |  |
| No emergency call out charge (hourly rate applies) |  |  |  |
| Exclusive customer status (priority for emergency call outs) |  |  |  |
| Unvented hot water tank check (if applicable) |  |  |  |
| Water quality check (heating system) |  |  |  |
| Platinum plus exclusive rate (10% off first visit for works up to £500 per annum) |  |  |  |
| Cost per month | - | £8.25 | £10 |
| Total cost per annum | £72 | £99 | £120 |

All prices include VAT.

Choosing a warm home care plan means you will no longer have to keep track of when your annual boiler service is due, we will remind you in advance so we can plan your service date.

Your plan fee can be paid annually or monthly, through direct debit, it is as simple as clicking a link that we will send and following the instructions. You have complete choice over your most suitable cover plan and payment method, tailoring the plan to your needs and budget. If you would like a bespoke plan made please just ask.



The monthly fee is taken by direct debit via GoCardless - please note GoCardless will show on your bank statements, not Arlow Plumbing and Heating LTD.

For more information:

01278 310120 • 07851 11881

arlow@arlowplumbing.co.uk

www.arlowplumbing.co.uk



Terms and Conditions

Hopefully, you will find a clear and friendly approach to our terms and conditions but if there is anything you do not understand or have questions about please feel free to get in touch.

About these terms and conditions

- **Section A** sets out the definitions used throughout these terms and conditions
- **Section B** relates only to care plans
- **Section C** sets out the general terms for the care plan

Section A – Definitions

A. Website – refers to the latest version of Arlow plumbing and heating ltd website as amended by any information We supply to You before or after You apply for Your care plan or accept Our Estimate for any Services. (We will give You at least 28 days' notice of our intentions to make changes to Your plan including Your Plan Fees. Any increases in charges will only be implemented in the month after We carry out Your next regular boiler service.)

B. Call-out Fees – means the per incident fees payable, in respect of any maintenance callouts. These fees are payable in addition to the monthly fee for the Plan shown on the Website.

C. Fee's – means the fees payable to Us by You for the provision of the Works as set out on the Website, Call-out Fees or Our Quote, as applicable.

D. Care Plan – means the service care plan as describe in this pack and on the Website.

E. We, Us and Our – refers to Arlow plumbing and heating ltd which has an office at 20 Springfield avenue, Bridgwater, Somerset.

F. Works – means the works to be carried out by Us for You, in accordance with a Plan or Estimate as applicable.

G. You and Your – refers to you, the person whose application to join a Care Plan has been accepted by Us and/or You, the person who has asked Us to carry out Works in accordance with an Estimate.

Section B – Conditions only applicable to Care Plans

1. Care Plan Eligibility

A. You can apply for the Care Plan of your choice if:

- I. You have a domestic (up to 70Kw) condensing gas central heating boiler.
- II. You live in Bridgwater, Taunton, Burnham-on-sea or the surrounding areas (Travel time of approx. 30 minutes from Bridgwater, at our discretion).
- III. You are the owner of the property that you want us to cover.
- IV. Your boiler and/or any other services you want us to cover are safe and in good working order (see paragraph 3 below).

B. At Our discretion, we can provide a bespoke quote for further service plans. We reserve the right to quote a higher price than the Fees shown in this pack and the Website in such cases and in any other situation where the set-up in Your home will make it more difficult or expensive for Us to service or maintain Your heating system.

C. If ownership of dwelling changes the new owner of the dwelling shall retain the benefit of the Contract so long as the payments due are maintained. Refunds will not be available however for the unexpired part of the contract.

D. We reserve the right to refuse any application for a Care Plan without giving a written detailed reply.

2. Inclusions and Exclusions

A. A definitive list of what is and is not included in each Care Plan is set out in this Pack and the Website.

B. In addition to the exclusions contained within the description of each Care Plan set out in this Pack and the Website, the following exclusions apply to all Care Plans:

- V. Any inadequacy attributing to original installation or design of the system.
- VI. We will not be held responsible for consequential damage or loss occurring as a result of a defect in the central heating system unless attributable to our negligence. If attributable to our negligence, notification must be given in writing with full details within fourteen days of the incident.
- VII. Any damage due to the failure of water, gas or electricity supply.
- VIII. Any work including descaling that may arise due to hard water scale deposits or aggressive water supply.

- IX. Mechanical breakdowns due to sludge build-up within the system.
- X. Removal of products of corrosion from within the system.
- XI. Should the heat exchanger or heat bank fail, this will deem the boiler to be beyond economical repair.
- XII. Any damage or defect caused by lightning, explosion, flood, storm, tempest, fire, impact or other extraneous causes.
- XIII. Any defect caused through negligence, misuse, third party interference or malicious or wilful action.
- XIV. Domestic water supply from the hot water cylinder or boiler outlet to and including taps and washers.
- XV. Any adjustment of time and temperature controls, bleeding radiators or pressurising sealed systems and relighting pilot lights unless we are at the property carrying out the annual care plan boiler service.
- XVI. The fabric of the building and any pipework including flues buried in it.
- XVII. Any building work for the investigation of faults and/or following repair.
- XVIII. Any faults present at the time of signing the initial contract.
- XIX. Replacement or supply of boiler and heating parts.
- XX. The replacement of decorative parts.
- XXI. Consumer durables (eg. batteries, filters, seals, gaskets, inhibitor, fuses, oil nozzles and igniters).
- XXII. Removing asbestos associated with repairing the central heating appliance/system. When you have had any asbestos removed, you must give us a clean-air certificate before we will do any further work at your property. By Law, the person who removes the asbestos must give you a clean-air certificate.
- XXIII. Commencing and/or continuing services where we reasonably consider that there is a Health and Safety risk including; the presence of hazardous materials; infestations; or harassment of our personnel including verbal or physical abuse. We will not recommence work until the Health and Safety risk has been rectified to our satisfaction.
- XXIV. If You need work or repairs carrying out that are not covered by Your Care Plan, We will provide an Estimate for parts and labour at Our standard hourly rates. There is no obligation to ask Us to proceed.
- XXV. There is a 28 day exclusion period for any callouts on the Care Plans. If You renew before the expiry of the Care Plan, the exclusion period does not apply after the first year of cover.

3. Limitations of Cover

A. Despite regular servicing, equipment sometimes fails, and this can damage other items in your home, we do not cover the costs of repairing or replacing these items.

B. The Acceptance of a Central Heating System onto a Care Plan does not imply that the system is installed to the relevant standards and We will not accept any responsibility for any inadequacy arising from the original design or installation, and so make no warranty as to fitness for purpose or condition. If a system is incorrectly installed or unfit for use, we reserve the right to terminate the Contract. The Care Plan is specific to the boiler installed in the property at the commencement of the Care Plan, should the boiler be changed during the term of the Care Plan We must be informed immediately in writing. We reserve the right to terminate any Care Plan, in this instance, without reimbursement of payment. Should a breakdown / repair/ service be required on a boiler that has been changed since the commencement of the Care Plan without notification to us, we reserve the right to charge for any Call-Outs at our standard rates. We shall not be liable to fulfil its obligations under the Contract if subject to industrial dispute or force majeure. We may not be held responsible for any delay in provision of spare parts by suppliers and thus no compensation is payable should this occur. We may supply and fit replacement parts and components which are adequate but not the same as defective parts.

4. Call-Out Fees

A. Call-out Fees are per incident.

B. We may also have to schedule a repeat visit to deal with the unrelated works that are additional to the original call-out.

C. If We are unable to gain access to the relevant part of Your property at the time we have previously agreed with you, or if we consider that it would be unsafe for us to do so, We will be entitled to charge a second Call-Out Fee for any rearranged visit.

Termination

A. If You cancel Your Care Plan, no refunds will be payable by Us, except where cancellations are made under paragraph c below. You are free to cancel at any time as there is no minimum contract period and no cancellation fee, You or We must notify each other in writing with a minimum of 28 days' notice. To cancel, please email Us at arlow@arlowplumbing.co.uk or write to Us at 20 Springfield Avenue, Bridgwater TA6 7JA.

B. In the event of cancellation of the contract within 12 months of its inception/renewal, we reserve the right to charge, at standard rates, for any work carried out. All contracts are reviewed annually, and we will upgrade the level of cover at the expiry of any manufactures guarantee period (if applicable) to ensure a consistent level of cover.

C. If you cancel any Care Plan within the first 28 days of Your membership, provided You haven't called us out to do any work under it, We will refund in full all sums paid by You under the Care Plan. To exercise the right to cancel, please either email us at arlow@arlowplumbing.co.uk or write to us at 20 Springfield Avenue, Bridgwater, Somerset TA6 7JA.

Section C – General terms of the Care Plans

A. Boiler Replacements - A loyalty discount will be applied to the cost of a new boiler supplied and installed by Us. This loyalty discount will be based on the number of years the Contract has been running and the number of Callouts You have on record.

B. Replacement Parts and Components - will only be fitted where old ones are beyond reasonable repair. We will be the sole arbiter as to the condition of components.

C. Noisy boilers - as boilers become older, for various reasons they may become noisy. Where age is the sole reason for noise, we do not consider this a fault and it is not covered under the Care Plan. A charge will be made for any recurring callouts relating to noisy systems, chargeable at Our current standard & weekend Call-Out Fees.

D. We shall not be responsible for any repairs to which reasonable access cannot be gained and shall not be responsible for replacing floorboards, cupboards, carpets and decorations etc. which may require removal for access.

E. Boiler Servicing - the service will usually be carried out during month 10 to 12 inclusive. We will not be obliged to carry out a service outside of this period as breakdown calls will be given priority. All servicing work is carried out during normal working hours Monday to Friday. We reserve the right to charge an additional cost to the standard service rate including charges for additional consumables including system inhibitor.

F. An additional cost will be incurred if a fault is found during the boiler service due to the additional time taken to identify/ rectify the issue.

G. Additional gas appliances can be serviced during the visit of the care plan, this will be an additional charge. Please let us know when booking your appointment as we cannot guarantee this can be carried out unless specified before the scheduled visit.