

## ProCare Plan Terms & Conditions

As one of our ProTech care plan customers, our engineers will be on hand to fix any problems which may occur on your system. If you are having problems in the morning with the heating not coming on or your hot water is not working we will send an engineer out to help and repair any work that may be needed. We will cover all the costs of the parts and labour.

We offer a transparent and honest range of service levels including cover for your internal heating, plumbing and gas pipework. Unlike most big name competitors we have no **excess fees** and **no hidden charges**. The price you see is the price you pay. We will also never increase the price of your cover plan based on the age or condition of your system.

- Competitive prices offering great value for money with no hidden costs
- Annual boiler service
- No unexpected repair bills with as all parts and labour are included in some care plans
- No sub-contractors
- All levels of cover to suit all your needs
- Prioritised call outs

### **ServiceCare**

This plan gives you the reassurance of an annual boiler service,

- Annual boiler service on a single natural gas boiler
- Boiler will be opened up to clean all key components
- Parts to be checked for operational safety and ratios restored to manufacturers guidelines
- Annual boiler certificate
- Annual boiler reminder

### **WarrantyCare**

This plan gives you full reassurance for your annual service and central heating system

- Annual boiler service on a single natural gas boiler
- Annual service reminder
- Boiler will be opened up to clean all key components
- Parts to be checked for operational safety and ratios restored to manufacturers guidelines
- Annual boiler certificate
- Repair or replacement of external controls including room thermostat, timer and pump.
- Repairs to radiators, pipework and valves in the event of a breakdown



- Advice about your system or appliance from our experienced professional engineer

### **ProCare Bronze**

This plan gives you the reassurance of an annual service and breakdown cover for your boiler.

- Annual boiler service on a single natural gas boiler
- Boiler will be opened up to clean all key components
- Annual service reminder
- Parts to be checked for operational safety and ratios restored to manufacturers guidelines
- Annual boiler service certificate
- Repairs in the event of a breakdown of a single gas boiler in your home
- £400 off the cost of a new boiler if deemed beyond economic repair
- Advice about your appliance from our experienced, professional engineer

### **ProCare Silver**

This cover gives you full reassurance for your boiler and central heating system.

- Annual boiler service on a single natural gas boiler
- Boiler will be opened up to clean all key components
- Parts to be checked for operational safety and ratios restored to manufacturers guidelines
- Annual boiler service certificate
- Annual service reminder
- Repairs in the event of breakdown of a single gas boiler in your home
- Repair or replacement of external controls including room thermostat, Programmers, motorised valves and pump where installed in accordance with manufacturer's instructions
- Repairs to standard radiators and valves in the event of a breakdown.
- Advice about your system or appliance from our experienced professional engineer
- £400 off the cost of a new boiler if deemed beyond economic repair

### **ProCare Gold**

This cover gives you complete reassurance for your boiler, plumbing and central heating system

- Annual boiler service on a single natural gas boiler
- Boiler will be opened up to clean all key components
- Parts to be checked for operational safety and ratios restored to manufacturers guidelines
- Annual boiler service certificate
- Annual service reminder
- Repairs in the event of breakdown of a single gas boiler in your home



- Repair or replacement of external controls including room thermostat, Programmers, motorised valves and pump where installed in accordance with manufacturer's instructions
- Repairs to standard radiators and valves in the event of a breakdown.
- Hot water cylinders and their components such as immersion heaters (Unvented or pressurised cylinders are not included)
- Leaking taps and running toilets
- Ball cocks, syphons, valves and flushing handles/buttons
- Advice about your system or appliance from our experienced professional engineer
- £400 off the cost of a new boiler if deemed beyond economic repair

### **ProCare Diamond**

This cover gives you total reassurance by covering your boiler, central heating system, plumbing and gas pipework.

- Annual boiler service on a single natural gas boiler
- Boiler will be opened up to clean all key components
- Parts to be checked for operational safety and ratios restored to manufacturers guidelines
- Annual boiler service certificate
- Annual service reminder
- Repairs in the event of breakdown of a single gas boiler in your home
- Repair or replacement of external controls including room thermostat, Programmers, motorised valves and pump where installed in accordance with manufacturer's instructions
- Repairs to standard radiators and valves in the event of a breakdown
- Hot water cylinders and their components such as immersion heaters (Unvented or pressurised cylinders are not included)
- Leaking taps and running toilets
- Ball cocks, syphons, valves and flushing handles/buttons
- Repairs to internal gas supply pipework
- Priority breakdown service
- Advice about your system or appliance from our experienced professional engineer
- £400 off the cost of a new boiler if deemed beyond economic repair

### **General Terms and Conditions**

These terms and conditions form the contract between you and ProTech boilers Ltd

Please read this document carefully along with any enclosed documents so you can make sure you know what you are covered for under your breakdown cover plan. If you have any queries, please call ProTech Boilers on 01482 352643.



Your agreement is bound by the laws of England.

### **Cover Start Date**

Your cover will start after ProTech Boilers has inspected your boiler and system. Once approved your cover will start from the date in which ProTech Boilers receives the first payment. The minimum subscription period is 12 months from the date of the first payment. Thereafter, your agreement is on going until you tell us you would like to cancel or if we cancel the agreement.

### **Initial Safety Inspection**

If you would like to join a ProCare plan an engineer from ProTech Boilers will visit your property to carry out an annual boiler service and give the system a health and safety inspection. Should any part of your system be deemed unsafe or not to the required standard for our Procare Plans we will charge for the annual service that has been carried out. If any work is needed before we can offer you a ProCare Plan, ProTech Boilers may be able to offer a discount on any work that is needed.

### **Payments**

Your cover starts when Protech Boilers first receives payment. Cover may be suspended if regular payments are missed. ProTech Boilers reserves the right to charge £25.00 for pursuing missed payments.

### **Changing your boiler or appliance**

If you change a boiler or system that's covered by your policy with us, you must tell us the make and model of the new one, so we can check that we can cover it. If we can't cover your new boiler or system we may need to cancel or amend your plan.

### **Access to your property**

Our engineers can only work on your property if there's someone 18 years or older there at all times during the visit who can give instructions to our engineer. It's your responsibility to give us access to your property. If we can't get access, we won't be able to complete the work. Engineers must be able to access heating equipment without having to remove any fixtures, fittings, furniture or other household possessions.

We won't undertake any work in your home if we believe there's a health and safety risk, for example: hazardous chemicals, pest infestations, aggressive pets, verbal or physical abuse or harassment. If any asbestos needs to be removed before we can repair your boiler,



appliance or system, you'll need to arrange and pay for someone else to remove it and give you a certificate of reoccupation which you'll need to show us.

### **Cancellations**

The named ProCare plan holder can cancel the policy by writing or emailing ProTech Boilers at the addresses shown. Cancellation will be dated from the date of receipt of the written cancellation notice.

ProTech Boilers may suspend or cancel your policy if:

- You have given false information
- It is not possible to find parts to keep your system working safely
- You do not make an agreed payment or payments have been stopped
- You put our employees health and safety at risk
- ProTech Boilers receive any fraudulent claims
- You don't carry out the recommended work needed that is given to you by our engineer
- Your home is unfit to carry out works in

ProTech Boilers will give you 7 days notice of cancellation.

ProTech Boilers will not attend your property in respect of any claims made whilst the policy is suspended until the overdue payment has been made to bring the account up to date.

ProTech Boilers will charge you for any works that have been carried out in that period including any repairs or boiler servicing that has been done. We will take off any payments you've made since you bought or renewed your agreement. The list below shows you the amount you'll have to pay for.

- Boiler or Central heating repairs or replacement - £180.00
- All other completed repairs or replacement - £120.00
- Annual boiler service - £78.00
- Gas safety inspection - £78.00

### **Changes of address**

You must inform ProTech Boilers, in writing or email, of any change of address. ProTech Boilers will decide whether cover can be transferred upon receipt of details of the heating system at the new address and may require an inspection before your ProCare plan can be transferred. Your plan may be suspended if ProTech Boilers has not received notification of a change of address or details of the new heating system.

### **Under warranty**

If your boiler, appliance or system is covered by a third-party warranty, it's your responsibility to make sure that any work we do doesn't affect that warranty.



## **Annual service**

One of our engineers will visit your home once a year to check that your boiler and system is working safely, efficiently and in line with the relevant laws and regulations. Annual service will be carried out to the manufacturer's recommendations. During the visit our engineer will fill in a checklist that shows you exactly what we've done and record any problems or faults that need to be fixed and any safety issues.

When your annual service is due we'll send you an email, letter or phone call for you to arrange it. We'll try to get hold of you three times. If we don't hear back from you we won't make another attempt, but you can contact us at any time to arrange your annual service.

We will normally carry out the annual service at a similar time each year. Please note if you don't have your annual service this will invalidate your warranty on your boiler with the manufacturers as this is your responsibility to keep the annual service up to date.

## **Spare parts**

We'll provide replacements with similar functionality but not necessarily the same features or an identical make and model or type of fitting. For example, we may replace a gold-plated flush handle with a standard one or replace a chrome plated thermostatic radiator valve with a white one. Or you can give the engineer a replacement part that you've bought yourself that we approve of.

Our engineers will carry a large stock of spare parts, but if they don't have the parts they need with them we'll first try to get the original parts or if that isn't possible, reconditioned parts from the original manufacturer or an approved supplier. If we still can't get hold of the parts we need after that we may need to cancel your agreement (or part of it). If there are 3 or more repairs required on a boiler within any 1 year period, it will be deemed beyond economic repair. If a boiler will cost in excess of £400 to repair it will be deemed beyond economical repair. In such circumstances ProTech Boilers will provide a quotation to replace the boiler with a £400 discount.

## **Specialist and decorative parts**

Your policy does not include a like for like replacement of curved radiators, decorative towel radiators etc. We can either:

- Replace it with a standard radiator,
- or, install a product that you've bought yourself, in which case we only accept responsibility for our workmanship, not any manufacturing faults in the radiator itself.

## **Accidental, third party or deliberate damage**



We won't cover any damage you've caused if anyone other than us carries out any work on your boiler, appliance or system and damages it, your plan doesn't include putting that right. We won't repair or replace any parts that have been deliberately damaged or misused. Our engineer will use their expert judgement to determine how the damage was done.

### **Cosmetic damage**

Your product doesn't include repairs or replacement for minor damage that doesn't stop your boiler, appliance or system from working properly or making it unsafe. For example, you've scratched your boiler casing.

### **External water supply stopcock**

If we can't turn off the external water supply stopcock to your home to complete your repair, it's up to you to get your water supplier to turn it off.

### **Collateral damage and household insurance**

Your product doesn't include repairing or replacing any damage caused by leaks, extreme weather, flooding, structural issues, fire or explosions or any other kind of damage that's normally covered by household insurance. It's your responsibility to ensure that you have adequate cover for such matters.

### **Making improvements**

Your policy only includes repairing your boiler, appliance or system when it stops working properly. It doesn't include any improvements or upgrades for example: replacing working radiators, swapping standard radiator valves for thermostatic ones, subject to negotiation.

### **Energy/central heating management systems/communication connections**

We're not responsible for your internet connection or home wi-fi, or data transmission to, or from appliances devices or control systems. Your policy doesn't cover energy or central heating management systems.

### **Cover exclusions**

- Repairing a boiler or any part of it, which is beyond economical repair
- Immersion heaters, combination cylinders, elson tanks, thermal storage units, unvented hot water cylinders or their controls
- Separate gas heaters providing hot water
- Lpg gas/Oil systems



- Any other gas appliance (except for gas fires forming part of a back boiler)
- Frozen pipes within the boiler and/or system which have not resulted in a leak or permanent blockage
- Adjustment of timing and temperature controls
- Venting of radiators
- Any defect or failing which may be attributed to the design of the boiler and/or system
- Damage linked to the supply of your gas, water or electricity
- Our plans do not cover, underfloor heating, solar systems, system inhibitors, electric elements in radiators, lead pipework, showers, shower pumps, sanitary ware units and grouting, electric shower units.
- Damage caused by aggressive water, system contamination, limescale, sludge or other debris in the system
- Removal of flooring, kitchen cupboards or any other fixed building materials
- Making good to plaster, tiles or any other decorative fixtures
- Repairs within the first 30 days of starting a ProCare breakdown cover plan.

#### **What's not covered under your boiler cover:**

- Separate gas hot water heaters
- Electric, liquid petroleum gas (LPG), solid fuel or oil fuelled boilers, back boilers and dual-purpose boilers (for example similar to Aga, Rayburn).
- Gas fires or any other gas fired device other than a central heating boiler shown on your schedule used for domestic purposes only
- Electric heaters
- Condensate lift pumps
- Damage caused by or arising from sludge, scale and other debris in the central heating boiler and related pipework
- Repair or replacement of non-standard or extended flue systems.
- Any problems relating to pipes and condensate pipes caused by freezing weather conditions
- Any equipment not installed, operated, maintained or repaired in accordance with established practice or manufacturer's instructions, statutory regulations or British standards
- Damage while your home is unoccupied
- Damage arising as a result of disconnection or reconnection from or interruption to the gas, electricity or water mains services to your home
- The need for repair caused by anyone other than the tradesperson authorised by us
- Any repair arising before you asked us to provide cover
- Payment for any inconvenience, loss of earnings or damage caused by delay outside our control
- Repair or replacement of heating controls, pumps or components external of your central heating boiler.



### **What's not covered under your central heating system cover**

- Damage to the central heating boiler or internal boiler controls due to human error
- Parts either internal or external to the boiler
- Separate gas hot water heaters
- Electric, liquid petroleum gas (LPG), solid fuel or oil fuelled boilers, back boilers and dual purpose boilers
- Gas fires, solar panels or 'Green' or 'Renewable energy' systems
- Mains pressure hot water thermal storage systems, for example BoilerMate, Gledhill, Heatbank, Megalfo, Pandora by DPS, Potterton, Suprima, Thermflow, Tribune and any other similar thermal storage heating system.
- Central heating systems and or heating controls specifically designed for piped or underfloor heating.
- Remote control central heating systems, mobile phone or any other internet connection heating control equipment whose primary purpose is operating your central heating system.
- Electric central heating systems
- Warm air central heating systems
- Damage caused by or arising from sludge, scale and other debris in the central heating system and related pipework
- We will not pay for any filter or related device for the purpose of removing sludge scale or other debris from your central heating or plumbing system
- Repair or replacement of flue systems
- Any problems relating to pipes and condensate pipes caused by freezing weather conditions
- Unvented or pressurised cylinders are not included
- The need for repair caused by anyone other than the tradesperson authorised by us
- Any repair arising from circumstances before you asked us to provide cover
- Any equipment not installed, operated, maintained or repaired in accordance with established practice or manufacturer's instructions, statutory regulations or british standards
- Damage while your home is unoccupied
- Damage arising as a result of disconnection or reconnection from or interruption to the gas, electricity or water mains services to your home
- Payment for any inconvenience, loss of earnings or damage caused by delay outside our control

### **What's not covered under your plumbing cover**

- Any plumbing external to your home, including but not limited to external stop tap and service pipe
- Toilet cisterns, bath and shower seals or grouting, whirlpool bathtubs or spa baths including pumps and valves, swimming pools or similar, ponds, fountains and any associated pipes, valves or pumps

- Toilet cisterns or baths
- The plumbing supply between your home and any outbuildings
- Water softeners and water filters, water meters, scale reducers, waste disposal units
- Damage caused by aggressive water, system contamination, limescale, sludge or other debris in the system
- Loss of damage caused by or resulting from leaking appliances (for example such as showers, shower trays, toilet pan and or toilet flushing system).
- Loss or damage to the contents of your home
- Any device which can be plugged into the electricity supply or operates using electricity
- Hot water pumps or any part of your water system designed to increase mains water pressure
- Any fixtures, including lead piping where replacement is only necessary as a result of a change in legislation or health and safety guidelines or to meet best practice
- Any part of your central heating including any system or controls for piped or electric underfloor heating
- Any plumbing not installed, operated, maintained or repaired in accordance with established practice or manufacturer's instructions, statutory regulations or British standards
- Damage while your home is unoccupied
- Any problems relating to pipes and condensate pipes caused by freezing weather conditions
- Payment for any inconvenience, loss of earnings or damage caused by delay outside our control
- Replacing ceramic discs in taps
- Macerator units for toilets for example, Saniflo
- Any damage to cisterns, sinks, baths, showers, whirlpool baths or spa baths
- The need to repair caused by anyone other than the tradesperson authorised by us

### **What's not covered with your gas supply pipes**

- Gas company's meter or other monitoring or measuring device
- Repairs to any gas appliances or central heating boiler
- Any gas supply pipe which is the responsibility of the gas supply company
- Any equipment not installed, operated, maintained or repaired in accordance with established practice or manufacturer's instructions, statutory regulations or british standards
- Damage arising as a result of disconnection or re-connection from or interruption to the gas mains services to your home
- The need for replacement or repair caused by anyone other than the tradesperson authorised by us
- Payment for any inconvenience, loss of earnings or damage caused by delay outside out control
- Tracing leaks, which are the responsibility of the National Gas Emergency Service



## How to make a claim

If an incident occurs at your property which is covered by your ProCare plan please call 01482 352643 to arrange for the incident to be dealt with in accordance with the terms and conditions of your plan. You must call us as soon as you are aware of the incident. We will not be able to cover the cost of any work carried out by persons not authorised by us in advance.

## How to make a complaint

What to do if you have a complaint, our commitment to great customer service ProTech Boilers will always aim to do our best but unfortunately there may be times when things go wrong. If you have a complaint, please contact ProTech Boilers on **01482 352643**. By email to [info@protechboilers.co.uk](mailto:info@protechboilers.co.uk) or by post to **ProTech Boilers Ltd, Unit 31 Louis Pearlman Centre, Goulton Street, Hull, HU3 4DL**

## Breakdowns and Emergencies

During epidemics/pandemics we will adhere to government guidelines on restriction of non essential travel.

All standard services are offered between normal working hours Monday - Friday between 8.00am and 17.00pm

For emergencies an engineer will aim to get to you within 24 hours. Emergencies are classed as uncontrolled water leaks or emergencies posing an immediate risk to your health or property. Out of hours emergency cover is available from 17:00-21:00 Mon-Fr and 8:00-17:00 Sat-Sun.

For out of hour's emergencies please call 01482 352643

If the engineer attends to your property and the problem is an non emergency and you have told us it is you will be charged for the call out at **£90.00**

## Gas leaks

If you think you have a gas leak you **MUST** immediately call the National Gas Emergency Service on **0800 111 999**. The National Gas Emergency Service will attend your property and isolate the leak.

## ProCare Plan Tips and Advice

## **Bleeding a radiator**

Bleeding a radiator most radiators in your home will need bleeding at some point. It's a relatively simple thing to do, but an important one to help maintain the efficiency of your boiler and central heating system.

If a radiator is cold at the top, it probably means that there is air trapped in the radiator.

To remove this air, you will need a radiator bleed key and cloth or tag to catch any water:

- Switch your heating off and make sure the radiator(s) are cool
- With the cloth or rag underneath the bleed valve at the top corner of the radiator, put the key into the valve and turn it slowly anticlockwise. You should hear air escaping from the valve
- Once all the air has been 'bled' the water will start to run out of the valve
- When this happens, close the valve
- By restarting your heating system, you should find that the radiator will now be hot

## **Resetting your boiler**

Often, a boiler can be returned to normal working order by resetting it. This is done by pressing the button or turning one of the thermostats to reset for 3 seconds before turning the thermostat up.

## **Re-pressurising your boiler**

If your central heating is not working, it could be down to a loss of water pressure if you have a sealed system, you may need to repressurise your boiler.

You should find a water pressure indicator on the front of your boiler. It will either be a dial or a digital display and should read between one and two bars of atmospheric pressure. If it is below one then your boiler pressure is too low.

You can refill the pressure in a few quick steps but you should check your boilers manual to make sure you can repressurise your boiler yourself.

To top up your system and increase the pressure you will need to locate your filling loop. This is usually a silver/grey coloured flexible hose with a small valve at each end and you'll find it either underneath your boiler or nearby.

- Make sure the boiler is switched off and the system is cool
- The hose will have a valve at both ends - make sure both ends of the hose are securely attached to both valves



- The valves can be opened either by tap handles or by using a flat headed screwdriver
- Open both valves to allow the cold mains water into the system
- Keep an eye on the pressure gauge until it reaches 1.5 bar then turn off both valves one after the other.

Once the pressure is at the required level switch the boiler back on and (if required) reset the boiler. If you are unsure about any of the stages of this process please contact us.