



# YOUR BOILER CARE BROCHURE



**Office: 01270 842 790**  
**Mobile: 07850 744 701**



**info@bennettheating.co.uk**



**www.bennettheating.co.uk**

# ABOUT US



Established in 1982, Bennett Heating NW LTD, a small family firm, has provided plumbing, heating and hot water services for householders, landlords, shops and pub owners.

Operating throughout Cheshire, Shropshire and Staffordshire, we advise and install gas and oil central heating systems, replacement boilers, underfloor heating, unvented cylinders, and boiler installations.

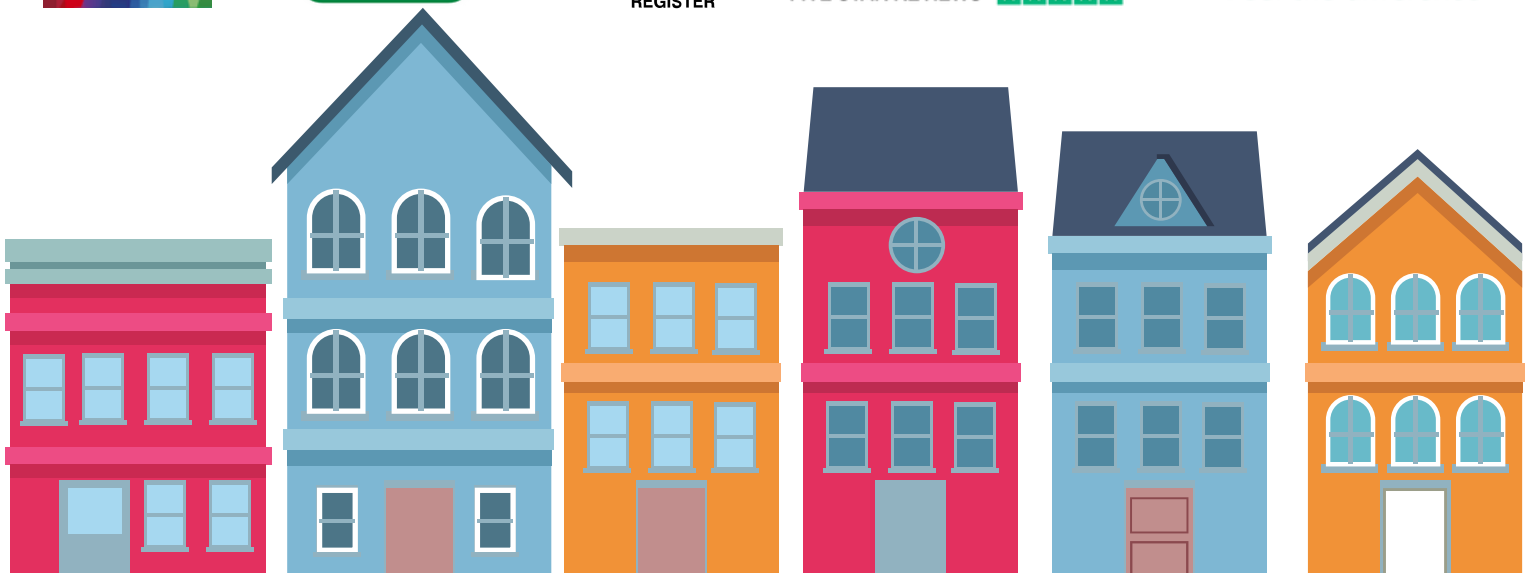
Our reputation has been developed through hard work and reliability. With over 40 years in the trade, we have the knowledge and expertise to ensure you receive the best service.

We believe in offering exceptional service from start to finish, and you can read our previous customer reviews on Google & Trustpilot. In addition, as your local Worcester Bosch accredited installers, we can provide you with some exclusives that include an extended guarantee of up to 12 years and boiler finance options.

## PEACE OF MIND

Our boiler care plans from Bennett Heating NW LTD are an affordable way to spread the cost of your boiler maintenance and service throughout the year and help you avoid the unexpected costs of a boiler breakdown. Your boiler will be serviced by an engineer familiar with its workings, and you won't have to wait weeks for an appointment.

Safety for our customers and staff is always our highest priority, We are fully insured, and all our Heating Engineers are Gas Safe & OFTEC registered.



Our boiler care plans are aimed to give you complete peace of mind, should problems occur with your heating at home. We offer the following boiler care plans below:

### GOLD BOILER CARE

- ✓ Full annual boiler service
- ✓ Unlimited call-outs
- ✓ Priority service
- ✓ Parts & labour for repairs to your boiler & controls
- ✓ Parts & labour for repairs to your system (radiator, header tanks etc)

**GAS: £22.00 | OIL: £24.95**

### SILVER BOILER CARE

- ✓ Full annual boiler service
- ✓ Unlimited call-outs
- ✓ Priority service
- ✓ Parts & labour for repairs to your boiler & controls

**GAS: £16.50 | OIL: £19.95**

Oil Gold & Silver - excludes main heat exchanger and water tank on combination models

### BRONZE BOILER CARE

- ✓ Full annual boiler service

**GAS: £7.50 | OIL: £10.95**



Our landlord boiler care plans are aimed to give you complete peace of mind should problems occur with your heating at your property or properties. We offer the following landlord boiler care plans below:

### GOLD BOILER CARE

- ✓ Service and safety check for boiler
- ✓ Safety check gas fire and cooker (if present)
- ✓ Up to 4 call outs per year covered in the cost
- ✓ Parts & labour for repairs to your system (radiator, header tanks etc)

**£24.95 PER MONTH**

### SILVER BOILER CARE

- ✓ Service and safety check for boiler
- ✓ Safety check gas fire and cooker (if present)
- ✓ Up to 4 call outs per year covered in the cost

**£19.95 PER MONTH**

### BRONZE BOILER CARE

- ✓ Service and safety check for boiler
- ✓ Safety check gas fire and cooker (if present)

**£16.95 PER MONTH**





# DON'T RISK IT! GET PEACE OF MIND...

As homeowners, we tend not to think about the importance of our heating system until a problem occurs.

Costs can vary for a boiler repair, and you can expect to pay around £150 for minor repairs and up to £1000 for a more severe problem, such as replacing the heat exchanger.

Here at Bennett Heating NW Ltd, we wanted to outline several reasons why you should be considering a care plan for your home:

Boilers can be expensive to repair.

- We touched on this point above, but it's crucial to understand that repairs can be costly and often an unplanned household expense that can be avoided or minimised.

Please make sure to service your boiler annually to prevent problems.

- Regularly servicing your boiler before or after the winter months will prepare it for the next season, helping it to function correctly.

It provides peace of mind.

- When you pay your monthly care amount, you are "buying" yourself the peace of mind that comes from knowing you are covered in the event of a boiler problem.

Customer Savings

- If you don't have a boiler care plan and need to call out an emergency engineer, call-out rates can vary but are never usually a planned expense.



# YOUR ANNUAL GAS BOILER SERVICE



What's included in your annual boiler service with Bennett Heating NW Ltd:

- A visual inspection of the flue
- Inspection and, where necessary, cleaning of the burner, combustion chamber, any injectors and heat exchanger
- Inspection of ignition devices i.e. pilot lights and/ or spark and flame sensing electrodes
- Checking the integrity of all seals and gaskets
- Ensure that any condensate traps and drains are free from debris
- Testing the appliance in accordance with the manufacturer's instruction to ensure:
  - The heat input and/or operating pressure are correct
  - The effectiveness of the flue
  - That all ventilation requirements are to current standards
  - The correct operation of all safety devices and that the boiler is safe for continuous use
- Final combustion analysis and measurement against tolerances set by the manufacturer's instructions
- A test of all disturbed gas connections
- Carry out functional testing of heating and hot water
- A visual inspection of any other encountered gas appliances
- Written notification of any gas safety defects which may affect the safe operation of your appliances
- An assessment of your current heating controls and best practice advice regarding energy efficiency
- Heating controls and best practice advice regarding energy efficiency
- The servicing of a system filter (if there is already one in place). We will however not repair or replace a system filter.

What's not included in your annual boiler service with Bennett Heating NW Ltd:

- Any maintenance or remedial work that is not part of the boiler service
- A test of the gas installation pipework, unless there is a known or suspected escape of gas



# OUR SUPPORT SERVICES DETAILS

## Our Contact Details

In order to ensure that your boiler continues to work properly at optimum performance. You have access to our office support team who are available to help. You will be given a priority number as well as being able to use our standard contact details.

It is also recommended that you look at both our website and social media channels as we sometimes provide key information to common problems during the winter months.

## Your Annual Service

Every year one of our customer support team from Bennett Heating NW Ltd will contact you to arrange for an engineer to visit your home to ensure that your boiler is working efficiently.

This is essential to ensure that your boiler continues to perform at its optimum level. It is also paramount as it will continue to validate your manufacturer's guarantee or warranty.

Our service engineer can also be of assistance in explaining how to use your boiler correctly by using boiler controls. Thereafter, future servicing will be arranged around this same period every year. We will of course work around your availability, but servicing is mainly done during the 9 am - 5 pm Monday to Friday. Please note where possible, annual service visits will be scheduled for the summer months

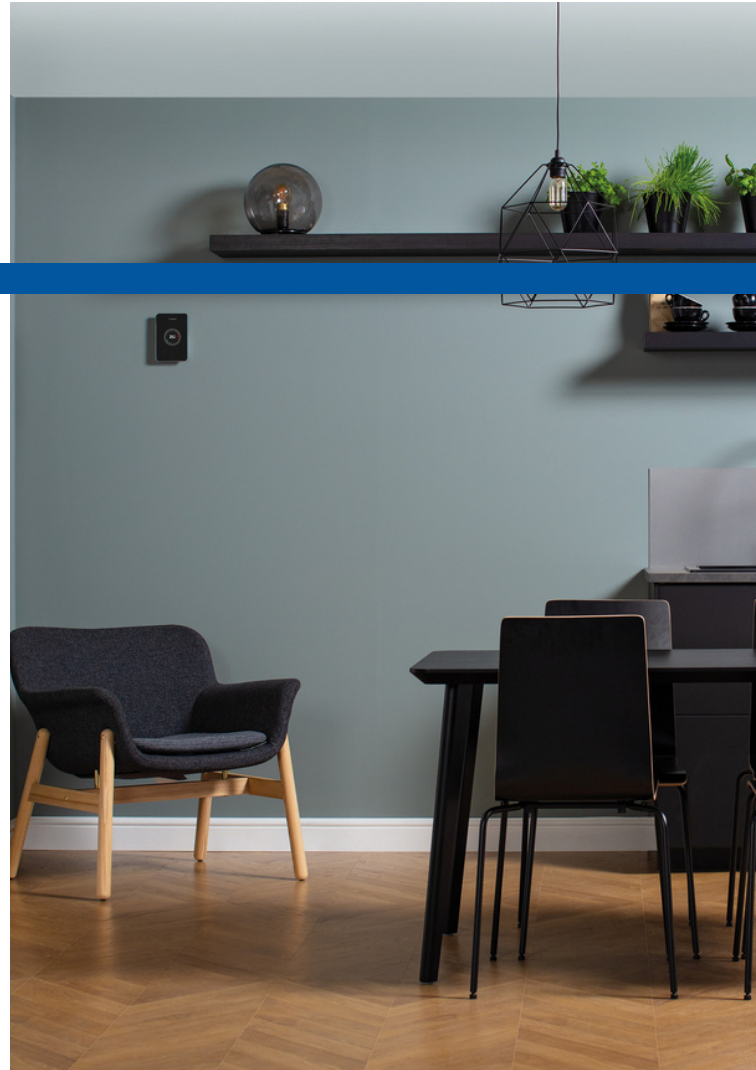
## Your Safety Is Our Highest Priority

Here at Bennett Heating NW Ltd, we have a crucial role, that is the safety of our customers. On the occasion that our service engineer finds that your boiler is unsafe (and, if relevant, it cannot be immediately repaired) they'll label it with a warning notice and it must not be used again until the fault has been corrected. This is extremely important for the safety of those at the property.

## Remote Support

As one of our boiler care customers, you will receive the additional benefit of 'remote support'. Therefore, in the event that you encounter a problem, we may try to resolve the problem remotely.

This involves a representative from our experienced support team talking you through a step by step guide to resolve the fault. however, if we are unable to resolve the problem, we will schedule an onsite visit for one of our gas engineers to get your boiler working correctly again.



## Home Service Visit

Whether a call out or your annual boiler service our gas safe engineers operate between the hours of 9 am - 5 pm Monday to Friday. Prior to our arrival, you will be informed of the appointment time. We expect that an adult will be at the home at our agreed time, should you need to change this time we need at least 24 hours notice.

Our gas safe engineers will require access to all relevant area's and must be working in a safe environment. in case of emergency, our on-call engineer may attend your property in the evening or on the weekend.

## Landlord (CP 12 Certificate)

Our agreement is with the landlord, and therefore all communication will be with the landlord and not the tenant. Once the annual service has been completed, then the CP12 will be issued to both the tenant and landlord.

In the event that additional work is required, then authorisation will be requested directly with the landlord.



## OUR CARE PLANS

### What the agreement provides:

- Labour and parts for repairs, depending on the level of service you have chosen.
- One Service and safety inspection in every year of your agreement for Gold & Silver care plans
- No limit to the number of call-outs (Gold & Silver care plans only) to carry out work included in your agreement.
- Priority service.
- Advice about your system from engineers.

### Silver Care Plan

#### From £16.50 Per Month

This plan includes your annual boiler service, unlimited call-outs, and priority service. Parts & labour for repairs to your boiler & controls are included and a discount of 5% is available for any repairs required to your system (radiator, header tanks etc).

### Bronze Care Plan

#### From £7.50 Per Month

This plan covers only your annual boiler service. You can see full details of what's included in a boiler service on page 4.

Note: Any repairs to gas supply pipes within your home are only covered if you have a platinum care plan agreement.

### Gold Care Plan

#### From £22.00 per month

This service is for maintaining and repairing a single wet (using water) central-heating system in your home and includes the following:

- A full service of your boiler and system (except for parts of the system that aren't readily accessible and electric boilers). Please read the section called 'Safety and Maintenance inspection' for full details;
- Labour and parts if your system breaks down;
- As a Gold care plan customer, If your boiler is seven years old or older and a new boiler is required. Then a discount of 10% is available on the total cost of the boiler replacement. Our home surveyors will be able to advise you on the best replacement boiler options based on your requirements.



# TERMS AND CONDITIONS

## What's not included:

- Removing sludge or hard-water scale from the boiler or system (see Powerflushing section under Customer information).
- Replacing your boiler or unvented cylinder if it is seven years old or older.
- Repairing or replacing appliance flues that aren't part of your boiler.
- Un-freezing of condensate pipes on condensing boilers
- Re-setting programmer/timers after power cuts or change over to/from British Summer Time
- Topping up pressure on combination or system boilers
- Tracing water leaks under solid floors
- Lifting and replacing any laminate, wood, carpet or any other fixed floor covering.
- Please also see 'General exclusions'.

## General exclusions

Your Bennett Heating NW Ltd boiler care plan agreement does not include the following.

**Design or existing faults.** The cost of repairs needed because of design faults (unless we are responsible), or faults which existed before you entered into the agreement and which could not be identified on initial inspection using reasonable care and skill.

**Third-party or accidental damage.** The cost of repairs relating to damage caused by you or someone else.

**Consequential loss.** Unless we are responsible for it, loss or damage to property caused by the appliance, boiler or system breaking down (for example, damage to furniture caused by water leaks). If we have to dig on your property, we will fill in any holes and leave the surface level but we will not necessarily replace the original surface or construction. Any redecoration that may be needed following our work is your responsibility unless we have been negligent.

**Normal insured risks.** The cost of repairing faults or damage caused by freezing weather conditions, subsidence, structural repairs, accident, fire, lightning, explosion, flood or storm. The cost of repairing damage caused by changes to, or problems with, the gas, electricity or water services. You should check your household insurance to make sure you have enough cover for these risks

## Under all Bennett Heating NW Ltd Boiler care plans

Replacing appliances, bathroom fixtures, showers and sanitary ware (apart from boilers as described earlier)

- Improvements including work that is needed to bring your system up to current standards. Examples of improvements include system upgrades, such as adding thermostatic radiator valves, replacing parts such as flues which do not meet current standards, and replacing working radiators with improved models. These are examples, not a complete list.
- Replacing or repairing decorative or other parts which do not affect how the system or appliance works
- Resetting controls (for example, thermostats and programmers following wintertime or summertime changes)
- Repairing faults or clearing physical blockages (blockages such as rubble, sludge and scale, but not airlocks) if we have told you permanent repairs or improvements are needed to make sure your appliance or system works properly. We will only tell you this if, in our expert opinion, it is necessary.
- Removing asbestos associated with repairing the appliance or system
- Repairing any damage caused by our work or redecorating, unless we or our agents have been negligent
- Replacing (where a repair is not possible) lead or steel pipes (other than for internal-gas supply customers where the the gas-supply pipe from your meter to the appliance is included), including lead or steel pipes in taps.



# TERMS AND CONDITIONS

## About your boiler care plan agreement

Domestic use. Bennett Heating NW Ltd are only available for appliances in domestic use inside your home. If you own a domestic property which you let out, we will offer you a Landlords Care Agreement only - please see the Landlords Care section below.

Period of agreement. Your agreement runs until you tell us that you would like to cancel, or if we cancel the agreement (see 'Cancellation'). You may cancel the agreement at any time. We will write to you to tell you about any changes to the terms and conditions or prices. We may also cancel the agreement at any time as long as we give you reasonable notice of this. If you pay each year in advance (by cash or cheque) instead of by monthly standing order and cancel the agreement during that year, we will give you a refund based on how long is left of any 12-month advance payment. There will be a minimum payment for the year of £75.00 if we have done work or an inspection.

Start date. Your agreement begins when we process your application.

Initial safety inspection. If you choose our platinum, gold or silver care plans we will inspect your system or appliance (or both) to make sure they are safe and in good working order. Your Bennett Heating NW Ltd gas service engineer will fill in an Initial Safety Inspection checklist to show you what he or she has checked. We will normally do this inspection within 28 days of the beginning of your agreement where possible but, as we give priority to breakdowns, it can be late if we are busy. If the inspection reveals a problem, we may:

- tell you what work is needed and what it will cost you for that work to be done
- offer you an agreement from the section 'Gas options you may choose' which will not include the parts causing the problem, or
- cancel the agreement and refund your money.

Service and inspection. We will normally carry out the service and safety inspection at the same time as the initial inspection. After that, we will normally carry out a service and safety inspection once in every year of your agreement. We will aim to carry out the safety and maintenance inspection around the same time each year where possible, depending on our workload and your appointment preferences. As long as we can get into your home, we will always make sure that we check that your system is safe. You can also call us at any time to arrange or rearrange your safety and maintenance inspection.

## Call out (all plans)

All call-outs will be conducted during our standard operating hours. It will be at our discretion, company goodwill, and availability of our engineer should we be able to attend out of hours.

## Ways to pay for your boiler care plan

Your boiler care plan payments will be taken via direct debit.



# TERMS AND CONDITIONS

## Important customer contact number

Useful telephone numbers. In the event of a breakdown, call:

Office: 01270 842 790

Mobile: 07850 744 701

For all other questions, or if you are moving home, contact us on 01270 842 or 07850 744701. (We do not automatically transfer this agreement to your new home, so you need to contact us to discuss your options.)

## Cancellation

We will cancel your agreement if:

- you have given false information;
- you do not make an agreed payment;
- we find something wrong at the initial safety inspection;
- we are not reasonably able to find parts to keep your system or appliance working safely; or
- circumstances arise (including health and safety issues) which make it inappropriate for the contract to continue.

If we cancel your agreement, we will:

- for gas options, give you a full refund if we find something wrong at the initial safety inspection; or
- give you a refund based on how long is left of any 12-month advance cash, cheque payment.

There will be a minimum payment of £75.00 a year if we have done work or an inspection. You may cancel your agreement within seven working days starting from the day after you receive written confirmation of your agreement with us and you will receive a full refund of any money paid (as long as we have not done any work).

You may also cancel your agreement immediately, either after us letting you know about changes in prices or terms and conditions, or if we fail to do something which we should have done. In this case, you will receive a refund based on how much time is left of the relevant 12 month period or, if you agree, we will put things right and continue the contract.

You may cancel your agreement at any time. If you do so after we have done an inspection or other work, and you have paid less than £75.00 in the last 12 months at the time you cancel, we may charge you an extra amount which brings your total payments under the agreement to £75.00 when we have done an inspection or other work.





# TERMS AND CONDITIONS

## Cancellation continued

**Spare parts.** If we do not carry the spare parts your repair needs on the day, we will do all we reasonably can to find parts from our suppliers. We cannot be held responsible for any delay in the supply of parts although we will do everything possible to obtain them in a reasonable time. We may use an approved alternative or parts that have been reconditioned by the original manufacturer.

**Labour.** One of our engineers will always carry out the work at this moment in time. In some cases, in the future, we may need to authorise a suitably qualified contractor to carry out the work.

**Approved equipment.** We provide service options for appliances, energy management systems and plastic pipes which are on our approved list.

**Landlord's Service Care.** Landlord's safety records. This service is available to landlords who let out properties for domestic purposes

**Legal requirements.** By law, landlords must have gas appliances in properties they let checked for safety every 12 months. They should also hold a Gas Safety Record as proof.

**Our service.** We can carry out the inspections that are needed at the same time as the safety and maintenance inspection. We will only check and issue a Gas Safety Record for the appliances that are included on either your platinum, gold or silver, care plans (whichever applies) agreement. Any other gas appliances in the rented property can be individually serviced or safety-inspected for an extra cost.

After the necessary inspections on the selected gas appliances, we will then give you, in writing (for a small extra fee unless you have Landlord's Care which includes this cost), a Gas Safety Record, showing that we have done a safety inspection, which will include details of any faults we have found and any repairs that are needed.

**Gaining access to your property.** It is your responsibility to let us into your property. If we cannot gain access to your property to carry out the necessary work, we will tell you and arrange another appointment. If, after several attempts, we still cannot gain access, we may cancel your agreement. We will tell you in writing if this is the case.

**Our responsibilities.** We will meet our responsibilities under this agreement within a reasonable time unless it is impossible for us to do this because of circumstances outside our reasonable control.



# TERMS AND CONDITIONS

## Central Heating Improvements

Replacing your boiler. The Energy Savings Trust recommends that gas central-heating boilers are replaced every 15 years. While boilers older than this can often still work properly, their effectiveness and efficiency become reduced. Technological advances mean that today's boilers if regularly serviced, have significantly improved efficiency, performance, reliability and safety features. Every new boiler we sell is at least 76% efficient ('A' rated condensing boilers over 90%) - this compares with boilers over 15 years old, which have an average efficiency of around 65%.

Upgrading the system and energy-efficiency improvements. If you ask us to improve your system (for example, by adding new controls, we will give you a 5% discount and a two-year guarantee.

Powerflushing. In the event that we advise that a powerflush is required, this will be provided at a discounted rate. Failure to following our guidelines means that we cannot be held responsible for any future water quality-related issues.

When a repair is needed due to sludge (for example, damage to the pump, valves or radiators) we will complete this job, at no extra cost, as long as we have not already told you that you need a Jet flush or similar procedure. Our engineer will also tell you what other work is needed to avoid further problems, or offer you a different Bennett Heating NW Ltd boiler care plan.

If we recommend that you carry out a powerflush we will charge you to carry out this work. Once it is finished, there will be no charge for any future powerflushingwork that may be needed as long as you keep continuous platinum or gold boiler care agreement with Bennett Heating NW Ltd boiler care plan at that property and as long as any work to correct design faults are carried out by us.

Guarantees. Any guarantees do not affect your legal rights under the Sale of Goods Act 1979 and Supply of Goods and Services Act 1982. You can get advice about your rights from a citizen's advice bureau or trading standards department. If you smell gas. Phone the free Transco emergency service immediately on 0800 111 999.

## ACCEPTANCE OF OUR TERMS AND CONDITIONS

I agree to and accept the above terms and conditions and would like to start my plan;

Plan type:

Name:

Signature:

Date:



# TERMS AND CONDITIONS

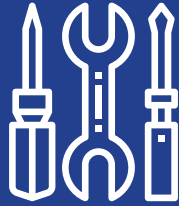
We aim to make the process of obtaining the right service care plan for your home as easy as possible. As a business, we encourage homeowners to consider this process in spring or early summer. This will mean that any additional requirements can be actioned before the winter months starts.

## Survey For care plan



Our gas engineers will come to your property and survey your boiler and heating system.

## Additional Works Required



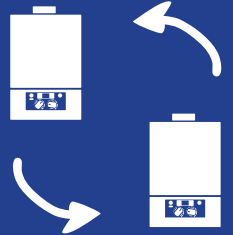
We may instruct you that work is required on your boiler or heating system before the cover plan can commence.

## Annual Service



Our office will make contact with you to arrange a convenient time to get your boiler serviced

## Agreement Reviewed



Your agreement is reviewed annually, to ensure it meets our minimum requirements. We will write to you with any changes.

The purpose of a boiler survey is to provide our engineer with a list of vital information on the current health & condition of your boiler & heating system.

It is important that based upon the boiler survey that it meets our minimum criteria for our service cover plans. If not, we will report this back to you and offer you solutions to rectify this.

## NEVER MISS A BOILER SERVICE EVER AGAIN

## COLLECTING VITAL INFORMATION FROM OUR BOILER SURVEY

We understand that people can have busy lifestyles and it can be easy to forget. We will contact every year around the same period to remind you that your boiler is due for its annual service.





# OUR OTHER SERVICES

## New gas & oil boiler installation

Whether your boiler has broken down, or the pressure has dropped, get in touch with Bennett Heating NW Ltd. We understand how inconvenient it can be when your heating or water is down. That's why our reliable boiler engineers provide efficient boiler servicing, repairs and replacements across the locations in which we operate.

Keeping an oil or gas boiler running efficiently, or ensuring an LPG system is safely maintained is highly important. Our Gas Safe registered engineers provide servicing, maintenance and repairs for all your oil, gas and LPG appliances.



## Boiler Servicing

Whether you need a survey or a full boiler service, our team at Bennett Heating NW Ltd are here to help. Servicing your boiler on a regular basis is the best way to keep your boiler in the best possible condition. Servicing also elongates the life of your boiler.

If your boiler is having issues, is making unusual noises, looks different or is producing any kind of smells. It's best to service your boiler to determine what is wrong with your boiler. It may be a smaller issue that can be fixed rather than needing a new boiler system. If this sounds like your boiler, give our team a call to schedule a boiler servicing.

## General plumbing

From replacing pipework to fitting a new radiator, plumbing in a kitchen or installing an outside tap, our qualified engineers will get the job done quickly and efficiently.

We are 100% customer focused to deliver an exceptional level of quality and service, throughout all our plumbing related projects within your home. We also offer drain blockages & power flushing services and respond quickly to any emergency.



# CONTACT US



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