



Boiler Installation and Servicing Terms and Conditions

First Plumbing & Heating and FPHL Facilities Management are part of the First Plumbing & Heating (GOC) Ltd company (herein referred to as 'FPHL Ltd' or 'the Company'). First Plumbing & Heating (GOC) Ltd carries out the work set out in your quote, for the price that is stated within it, under the following terms and conditions.

1. General

1. FPHL Ltd reserves the right to refuse to carry out work for any Customers who are abusive to our staff.
2. FPHL Ltd reserves the right to refuse to accept any call-outs from Customers who have any outstanding payments.
3. The company requires 75% deposit when booking a boiler installation to secure the boiler installation date. This is in order to purchase boiler/parts/materials needed for the installation.
4. The settlement payment must be paid fully on completion of the installation/service.
5. Manufacturer's Warranty & Registration with Gas Safe will only be released on receipt of final payment.
6. FPHL Ltd will do everything in their power to prevent the Customer's household from any potential damages.

2. Parts/ Boilers

1. All materials/ boiler/ parts installed are FPHL Ltd property until all invoices/balances are paid in full.
2. If the Customer fails to pay in full any outstanding invoice/ balance in the time specified FPHL Ltd reserves the right to remove its property from the Customer's property.

3. Home Visits/ Surveys

1. A Free Home Survey will be carried where possible before the final price can be agreed. Otherwise, FPHL Ltd offers a short Telephone Survey which determines requirements for Customers installation/ Service after which the Quotation can be sent.
2. FPHL Ltd reserves the right to call off/ re-arrange a Home Visit at any time. FPHL Ltd will contact the Customer in advance whenever possible.

4. Quotations

1. FPHL Ltd aims at sending quotations to Customer for a straight swap installation within 48hours from enquiry, on completion of a telephone/video survey. If the installation requires further time to give an accurate estimate i.e. Boiler Relocation, Full Central Heating Installations or other bespoke work it could take up to a week for FPHL Ltd to send the quotation to the Customer.
2. The quotation price is based on the assumption that all existing; structures, materials, pipework, gas supply, water supply, electrics, connected appliances, fixtures and fittings are of good condition and in full working order with no defects. Note that even previously functioning items may need to be altered/replaced to be suitable for your new boiler (better gas supply, permanent electric feed or pump overrun etc.). These adaptations will lead to additional charges if necessary to meet manufacturer's requirements.



3. That external areas of the property required for the installation can be reached easily and safely using ladders of a 7m length. For the avoidance of doubt, if access to the property exterior is awkward to access safely using 7m ladders, then scaffolding or other access platforms/equipment may be required, this must be arranged and paid for by the customer and is not included in the fixed price. If the Engineer is required to work in the loft, the loft must have a fixed light, a fixed ladder and be boarded out. If upon arrival and/or during the installation any problems that arise are not included in the fixed price and may require us to make an adjustment to the quotation price.
4. The installation will be connected to your existing water, electric and gas supplies and the Company cannot accept any liability for failures on your existing systems. Any such failures, or related damage(s) are not the responsibility of the Company and are not included in the fixed price.
5. The service is for the supply and installation of a new boiler to safety regulations and not a decorating or carpentry service. Whilst care is taken, an amount of re-decoration or making good should be anticipated, this is the responsibility of the customer and not included in the fixed price.
6. Any quotations made by FPHL Ltd are valid for 30 days from when the quote is sent to the Customer.

5. Installation

1. Once Customer is happy with one of the installation options, they are required to reply to the initial email sent by FPHL Ltd confirming their chosen option.
2. Once FPHL Ltd receives the confirmation, the Fixed Price Quote is produced for the Customer which advises the chosen option, price and deposit requirements.
3. On receipt of deposit payment, FPHL Ltd will order the parts required.
4. On delivery of the parts, FPHL Ltd will contact the Customer to book an installation date.
5. The area surrounding the appliance should be cleared out as much as possible to give the Engineer access to carry out the Installation. Failing to do so, FPHL Ltd reserves the right to charge the Customer a fee for having to clear the area to gain access & cannot be held responsible for any loss or damage as a result of making clear access. FPHL Ltd reserves the right to rebook the appointment if gaining access impacts the time allowed for the Service, FPHL Ltd reserves the right to charge the Customer a fee for Time Wasted if this is the case.
6. As part of the installation a Chemical Flush will be carried out. For further details on heating system flushing, please see the information at the end of this document.
7. FPHL Ltd reserves the right to collect outstanding settlement payment directly after the installation is completed.

6. Appliance Servicing

1. FPHL Ltd will endeavour to contact the Customer with enough notice when the Service of their Boiler is due where possible, however it is the responsibility of the Customer to ensure their Boiler is serviced, not FPHL Ltd.
2. If any faults are discovered when the Service is carried out the Engineer will advise the Customer of the fault. The Customer is responsible to contact the Manufacturer themselves if the appliance is under Warranty. If that is not the case the Engineer will advise the cost of the repair before proceeding.



3. The area surrounding the appliance should be cleared out as much as possible to give the Engineer access to carry out the Service. Failing to do so, FPHL Ltd reserves the right to charge the Customer a fee for having to clear the area to gain access. FPHL Ltd reserves the right to rebook the appointment if gaining access impacts the time allowed for the Service, FPHL Ltd reserves the right to charge the Customer a fee for Time Wasted if this is the case.
4. For any appliances that are originally not fitted by FPHL Ltd – We reserve the right to shut down the appliance that is unsafe and/or installed incorrectly and does not meet Gas Safety Regulations.

7. FPHL Ltd Guarantee

1. We offer 12 months of help and advice after the installation FREE of charge.
2. The Company guarantee will last for 12 months after work has commenced, the Company takes full responsibility for all the works and materials that the company has installed.
3. Where we have connected new equipment to your existing system, the Company cannot accept responsibility for the cost of repairing or replacing parts of your existing system that later develop faults, unless we have been negligent in not realising that this damage to your existing system would happen or unless the way we carried out the work was negligent and this caused the fault.
4. The Company does not take responsibility for any other part of the attached system such as radiators, time switches, thermostats, motorised valves, external pumps, external central heating pumps, external expansion vessels and sanitary areas such as toilets, taps, sanitary pumps, shower valves & shower pumps.
5. FPHL Ltd does not take any responsibility for faulty parts that have been installed by another company. Or parts installed by our company that have been repaired / altered or that have been moved from their original place of installation by any other person not part of FPHL Ltd team.
6. FPHL Ltd reserves the right to charge an hourly fee for call out to a fault that is not caused by the installation work that we have quoted for.
7. The costs of an Annual Boiler Service or any parts required by the Annual Service, is NOT included in the installation fee.

8. Cancellations & Refunds

1. You can cancel this agreement up to 14 days after accepting. This is called your cooling off period. By accepting the quote and paying the deposit you have agreed that in the case of an urgent repair/ replacement of Heating products we can start work before the cooling-off period ends. If you cancel your agreement after the work has started, we will charge you for any work already carried out and any goods already installed into your property. You will not be able to cancel once the work is fully completed or the goods have been installed into your property. We can deduct our costs from any deposit you have paid or bill you for them.
2. If you need to cancel (or rearrange) your booking, you must notify us (preferably by telephone) by the end of the working day before the scheduled booking. Cancellations made further in advance should also be made by telephone, and you should request written confirmation from us, so that you are not liable to be charged.



3. The Company will refund the Customer's deposit payment within 7 days of the received cancellation notice ('working' days do not include Saturdays, Sundays and public holidays).

9. **Manufacturer's Warranty**

1. All appliances purchased from FPHL Ltd are covered by the Manufacturer's Warranty.
2. In order to qualify for full Boiler Warranty, it is crucial to remember that the boiler is serviced by a qualified Gas Safe registered engineer every 12 months.
3. If the Customer decides not to have an Annual Service the Boiler's Warranty will lapse and the Manufacturer will no longer cover any call-outs, parts or labour costs in the event of a breakdown.
4. For individual Manufacturers' Warranties Full Terms & Conditions please see your Manufacturer's website.

10. **Complaints**

1. All complaints have to be made by email and/or in writing to enquiries@fphl.co.uk or First Plumbing & Heating (GOC) Ltd - Complaints
Unit 12c Bridge Industrial Estate
Balcombe Road
Horley
Surrey
RH6 9HU
2. FPHL Ltd will aim to respond to any complaint made within 48 hours.

Heating System Flushing Disclaimer

When a boiler is renewed, the boiler Manufacturers' Benchmark scheme requires that the system be cleansed to the BS7593:2019 Code of Practice.

FPHL Ltd will carry out a Chemical Flush as part of all boiler installations:

- A chemical boiler flush is a standard process that is usually conducted when a new boiler has been installed. It removes rust and debris inside your system and so helps clean your boiler, pipes, and radiators – which helps hot water to flow more easily & efficiently. A chemical flush is the most basic type of flush available.

Alternative types of heating system flush:

- MagnaCleanse - Less aggressive on the system, suited for fairly clean to somewhat dirty systems.
- Water Mains Flush - More aggressive on the system, suited for bad systems. Multiple radiators with cold spots.
- Powerflush - Very aggressive on the system, uses a pump to force water around the system to remove debris.

Powerflush:

The flushing equipment is temporarily connected to the heating system during the flushing process. The aim is to dislodge and mobilise sludge and corrosion deposits.



Having loosened the debris, the flushing equipment expels it from the system to waste.

Radiators are individually flushed without removal or disconnection from the system. After the flush, the system is full of clean water, and reinstatement to normal operation takes only a few minutes.

A flush can be extremely effective in cleaning systems that have corrosion problems as a result of a design fault, but we strongly recommend that any such design faults be rectified before power flushing commences.

The success of a flush will depend on the level of heating system corrosion that has occurred beforehand. The process will cure most circulation problems but cannot undo the corrosion and gradual decay that has led to the need to flush the system.

Whilst it is rare for a heating system to experience leaks after the flushing process, it is not possible to inspect a system internally beforehand, and the need to use a flushing and dispersing chemical for effective cleansing means that occasionally we may find a leak.

The advanced stage of corrosion required for such a situation means that the leak would occur imminently even without a flush. We believe that it is better that it occurs whilst we are present to remedy the problem, rather than for it to arise over a weekend or whilst the house is unoccupied.

Systems that have been neglected over a period of time, or have not been treated with an effective corrosion inhibitor, may have severely compacted corrosion debris, in the pipework, radiators, or boiler, and it is possible that even after the power flush, some radiators may still not be fully effective, or boilers on the margin of failure may cease working due to sludge and debris later breaking loose and collecting in the heat exchanger.

PLEASE NOTE: The vast majority of power flushes that we carry out are without problem, and result in a cleaner and more efficient heating system, with radiators restored to their original output.

The price/quote that we have stated allows for Central Heating Flush only, and we will carry this out to best industry practice, according to BS7593: 2019. However, if any of the above or similar unpredictable problems arise during or after the flush we will not hold ourselves responsible in any way, and any further work required would be carried out at an additional cost.

Tel: 0203 375 6198

enquiries@fphl.co.uk

www.firstplumbingandheatingltd.co.uk

<https://www.facebook.com/FPHL1/>

Please note all our calls are recorded for training purposes.