



BARE NECESSITIES
Boiler Care

Service Care Plans

- pay monthly plans for peace of mind -

	Care	Care Plus	Care Extra	Care Ultra
	£9 / month	£21 / month	£32 / month	£44 / month
Annual boiler service / gas safety	✓	✓	✓	✓
Annual water quality test	✓	✓	✓	✓
Annual smoke alarm / CO test	✓	✓	✓	✓
Service certification provided	✓	✓	✓	✓
Priority callout attendance	✓	✓	✓	Rapid Response
Diagnostic callouts per year	1	2	3	5
Repairs & replacements		+	+	+
- Boiler parts		✓	✓	✓
- Heating controls			✓	✓
- Radiators & radiator valves			✓	✓
- Central heating & gas pipework			✓	✓
- Internal plumbing & drains				✓

Suitable for homeowners & landlords

These plans cover natural gas & LPG








In home survey completed before signing up

Local, exceptional service



»»» How to sign up
»»» 1. Book a home survey
 2. Choose a plan
3. Review & accept contract
4. Setup direct debit
 5. Sit back & relax

Other options available to add to your service plan at additional monthly cost:

Gas hob / cooker	Gas fireplace	Unvented cylinder	Smart monitoring	Rapid response	Power flush	Custom request
£1 / month	£5 / month	£4 / month	£2 / month	£5 / month	Price to be tailored depending on your system and size of home.	To be discussed with the engineer completing your in home survey. Bespoke plans can be organised.
*service only – not including repair or replacement of parts						
						

A bit more information to help you decide...

Our service plans enable you to spread payment for the annual service of your boiler, and the costs of the labour and parts which are expressly included within your plan description and which may reasonably be expected to arise in each year. The plans we offer do not provide any insurance cover.

Annual boiler service / gas safety	Services are between April to October allowing us to be on alert in winter months for heating / hot water emergencies. Our comprehensive service includes flue gas analysis, internal component checks, filter clean, gas pressure test. When our checks hit certain flags, we complete a full strip down service at no extra charge.
Annual water quality test	We complete a water quality test when we complete your Home Survey Assessment prior to a service plan setup. We also complete a water quality test each year at the annual service delivering live results we can share with you which is important for preventative maintenance of your central heating system.
Annual smoke alarm / CO test	As standard we ensure our customers have an operating CO alarm in their home and will install a free alarm when you sign up if required.
Service certification provided	We ensure our Gas Safe engineer performing your service completes all checks and we provide you with a copy of your service record. If for a tenanted property we also complete and produce the CP12 Gas Safety certificate as per annual regulations.
Diagnostic callouts per year	We have noted the number of callouts per year included in each plan. Outside of allocated callouts within a plan, our standard callout charge is £60 inc VAT.
Priority callout attendance	We will ensure we attend callouts within 24 hours (Monday to Saturday). We can provide a rapid response service 7 days a week for same day attendance when we are notified before 4pm and if you have this within your plan or as an add on.
- Repairs & replacements	Starting with our Care Plus plan we will supply replacement parts and get these swiftly fitted to reduce down time or inefficient operation of your appliance. We cannot cover repairs or replacements of gas hobs, cookers, fireplaces or unvented cylinders.
- Boiler parts	Repair and replacement service is based on parts not being obsolete due to the age of your boiler as well as where parts are not beyond economical repair (BER). Refer to the BER sliding scale in terms and conditions.
- Heating controls	Thermostat, mid position valves, two port valves and pumps are covered.
- Radiators & radiator valves	As standard we check all radiators in your home as part of the annual service. If included in your chosen plan we will repair or replace similar sized radiators and radiator valves. Note we do not replace designer radiators, and this will be documented in the initial Home Survey Assessment before your service plan is setup.
- Central heating & gas pipework	Including cylinders (except unvented cylinders) and feed and expansion tanks in the loft. Gas pipework up to the gas supply meter.
- Internal plumbing & drains	This is a repair only based service meaning we will fix burst pipes and unblock internal drains where possible. We cannot include replacement for whole items such as taps, toilets, basins, water filters, water softeners.

- Monthly direct debit to be setup for application to be activated.
- No claims within first 14 days once your plan has been activated.
- Prices are inclusive of VAT.
- You are free to cancel at any time as there is no minimum contract period and no cancellation fee.
- Excludes damage caused if property unoccupied for 4 weeks or more.