

Terms and Conditions



For more information on our care plan and other services we offer please contact us using the details below.



Unit 1 The Old Engineers, 11 Bridlington Road, Hunmanby, **YO14 OLR**



TELEPHONE US ON: 01723 892 057



VISIT OUR WEBSITE: jwheatleygas.co.uk



find us on social media





07869 108 532





WELCOME TO WHEATLEY CARE PLAN

This document covers what Wheatley Care Plan includes and does not include, along with information on cancellations, general exclusions, altering your subscription, moving to a new house and other queries.

By signing into our contract, you are confirming that you have read and are agreeing to the following terms and conditions.

Should you have any questions regarding Wheatley Care Plan, or any information given within these terms and conditions, please get in touch with one of our team.

You can telephone us on: 01723 892057 / 07869108532

For use of the Care plan 24/7 Line please only use the mobile number 07869108532

Or you can email us on: jwgas14@gmail.com

Alternatively, you can come in and visit us, or even write to us, we are based at:

Unit 1

11 The Old Engineers

Bridlington Road

Hunmanby

Filey

YO14 OLR

Wheatley Care Plan is a contract administrated the engineers at J. Wheatley Gas, Plumbing & Heating Ltd., Unit 1, 11 The Old Engineers, Bridlington Road, Hunmanby, Filey, YO14 OLR. We are a registered Gas Safe company, our Gas Safe number is 211119.









TO SIGN UP FOR WHEATLEY CARE PLAN

In order to sign up for a Wheatley Care Plan, your boiler will need an initial inspection to ensure your boiler is fit to the manufacturer's instructions, has no current issues, has a magnet filter fit and is suitable for us to cover. If we have any recommendations for you to do before you sign up to a Wheatley Care Plan we can arrange for one of our engineers to carry out the appropriate work, this will be at the cost of the customer.

We require payment for your Wheatley Care Plan Package prior to your initial inspection, we also require a signed and dated copy of your acceptance form indicating which cover you are signing up for and that you have read and agreed to these terms and conditions.









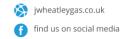
OUR CARE PLANS

We offer a range of different covers to ensure you get the right cover for your home. From our Basic Care Plan, Standard Care Plan, or our Premium Care Plan, all offer a slightly different care, but all are carried out to our highest standards. The different covers are shown below.

	Boiler Care plan	Plumbing Care Plan	Boiler & Plumbing Care Plan	
Annual Boiler Service	Yes	No	Yes	
Boiler Repairs	Yes	No	Yes	
Unlimited Boiler Call Outs	Yes	No	Yes	
Thermostatic controls	Yes	No	Yes	
Gas Supply Pipework	Yes	No	Yes Yes	
Central Heating Pipework	Yes	No		
No excess	Yes	No	Yes	
Radiators Valves only	No	Yes	Yes	
Radiators	No	No	Yes	
Plumbing Care	No	Yes	Yes	
Unlimited Plumbing Call Outs	No	Yes	Yes	









With our covers, you can choose to pay either monthly, or annually. Both financial options will cover you for the same care within your chosen care package.

	Boiler Care Plan	Plumbing Care Plan	Premium Care Plan
Monthly	£34.50+VAT	£14+VAT	£44+VAT
Annually	£414+VAT	£168+VAT	£528+VAT

CANCELLATION

If soon after you have signed up to a Wheatley Care Plan, either you the customer, or we as the provider, feel it is no longer suitable for the contract to take place, you will be refunded appropriately, providing this is within the first 10 days of your contract.

EXCESS PAYMENTS

An excess payment of £55 per call out is required for the Plumbing Wheatley Care Plan.

If you need to pay an excess payment, this can be made through a phone call to the office at: 01723 892057 / 07869108532, or by visiting us in the office at: Unit 1, 11 The Old Engineers, Bridlington Road, Hunmanby, Filey, YO14 OLR.

INITIAL INSPECTION

We will carry out an initial boiler inspection at no cost to you to ensure your boiler is covered, once you have signed your terms and conditions, arranged your payment and this inspection has been carried out, you will then be covered under Wheatley Care Plan.

We will arrange for your initial inspection to be carried out in a timely manner to ensure you are covered as soon as possible.

If your initial inspection shows that your boiler does not meet our requirements, we can either arrange for the work to be carried out at the customers cost, or we can refund back your money with a small fee charged to you for the inspection.









YOUR BOILER

In order to be covered by a Wheatley Care Plan, your boiler must be fit to manufacturer's instructions, your boiler must be less than 10 years old, we must be able to get hold of parts for your boiler and it must be fully accessible to the engineer.

BOILER REPAIRS

We will always try our best to get your boiler up and running as soon as we possibly can, our engineers carry a wide range of parts on their van, however should your boiler require a part which is not carried on the van, we can usually get these the next working day. We will repair your boiler until it is no longer economically viable for us to do so.

BOILER SERVICES

Our boiler services will usually be carried out between March - June, however there will be some circumstances that may require us to carry out your service at another point in the year.

THERMOSTATIC CONTROLS

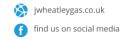
Internet connected heating controls allow you to control your central heating system remotely. If we have installed your internet connected heating controls, we will cover all elements of the system necessary for controlling your heating after any warranty period has expired (as long as you have had a continuous Wheatley Care Plan at the property) but we may not be able to replace it with like for like product. The product we may supply excludes your broadband connection, mobile phone or any other internet connected heating control equipment whose primary purpose is not to operate your heating system. We will ensure you are fitted with thermostatic controls; however, they may not be like for like, however they will be an appropriate control for your boiler.

PLUMBING CARE

Some of the Wheatley Care Plans offer a plumbing care, this plumbing care covers within the kitchen replacement of kitchen taps, washers and wastes where necessary, the unblocking of kitchen waste and the hot and cold flexible









pipes of washing machines and dishwashers. Within the bathroom this covers the replacement of basin taps, washers and wastes, the replacement of showers however not necessarily like for like and the unblocking of toilet waste. Within the entire property, your plumbing care also covers the unblocking of rainwater pipes (assuming they have been well maintained) within the boundary of your property when the sole responsibility is yours and hot and cold-water pipes from the mains stopcock inside your home leading to your taps and garden taps.

NEW BOILER

If you have had a Wheatley Care Plan for a minimum of six consecutive years, and your boiler is unrepairable we can cover 1/2 the cost of fitting a new best match boiler. However, if it has been less than six years that you have had a Wheatley Care Plan, or has not been six consecutive years, then a price for fitting will be worked out accordingly. If you choose to have a different boiler to the one that is currently in your property, or you wish to move the positioning of your boiler, then you will be charged accordingly regardless of how long you have had a Wheatley Care Plan, as this is a personal preference and does not affect the working of your boiler.

PAYMENTS

We offer a choice of payment services, whether you are paying monthly or annually, we can offer BACS.

For customers who are paying monthly, regardless of which Wheatley Care Plan you are on, you are signing into a contract for 12 months, and if you cancel this contract within this 12-month period, you will be billed accordingly for the work you have had.

If you wish to upgrade your contract and you pay monthly, your 12-month period will restart from your upgrade date.

PIPEWORK

We will cover repairs to both your central heating pipes and the hot and cold water pipework from your boiler.









RADIATORS

Some of the Wheatley Care Plans offer a radiator and valve cover, however this cover is only to swap to a functioning and correctly sized radiator and valve, the style and size are not negotiable.

POWERFLUSH

We use our power flushing machine to clean the system to remove sludge and other waste from central heating systems. If we recommend you require this system flush, we will charge you to undertake this work. Once it is finished, there will be no charge in the future for any power flush work that may be needed if you continuously have a Wheatley Care Plan. When a repair is needed due to sludge (for example damage to pump, valves or radiators) and we have already told you that you need this service to clean your system with a power flush or a similar procedure, we will attempt to carry out a repair (excluding the use of a power flush) and will do so at no extra cost. However, at that point, we will advise that a power flush is required and until the power flush has taken place, we will not cover any ongoing sludge or hard water issues within the boiler or any components.

MAGNETIC FILTERS AND SCALE REDUCERES

We will repair and maintain any magnetic filters and scale reducers (if we have installed) on your boiler as part of your agreement. We will also clean out the filter on your magnetic filter if necessary, as part of any annual service. Unless it is deemed impractical to access or is obvious that a leak may occur. A magnet filter is necessary in order to be covered by a Wheatley Care Plan.

PARTS

The parts which we fit are mostly carried on our vans, however sometimes we will need to order parts in, we usually can get parts by the next working day.

GENERAL CONDITIONS

<u>Complaints:</u> We always do our very best, but unfortunately there may be times when things don't go to plan. If you have a complaint about any part of our service or your products, please contact us.









<u>Domestic use:</u> The Wheatley Care Plan is only available for appliances used inside your home for domestic purposes.

<u>Price changes:</u> Your price will remain as agreed and will not change during your period of agreement.

<u>Our responsibilities:</u> We will meet our responsibilities under your agreement within a reasonable time unless impossible because of circumstances outside of our control.

<u>Types of emergency:</u> We will determine the severity of the emergency which will determine the speed in which we will react. As a Wheatley Care Plan customer, you are priority.

<u>Change of ownership:</u> We will not carry out a first service, if we have already carried out a first or annual service at the property within the last 12 months, irrespective of change of ownership.

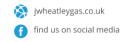
<u>Moving home:</u> If you are moving home, please notify us of change of address, once we receive new address details, we will automatically transfer your agreement and arrange your initial boiler inspection, this will be at a cost if it is not a boiler which we deem suitable for this cover.

<u>Annual service</u>: We will let you know when your annual service is due and we will then carry out the annual service around the same time each year where possible. This will depend on our workload and your preference of appointment.

Gaining access to your property and arranging appointments: It is your responsibility to allow us access to your property. If we cannot gain access to your property, we will be unable to carry out the necessary work. If this happens, we will tell you so that you may arrange another appointment. If you do not arrange an appointment or we cannot gain access, your agreement will continue even though we have been unable to carry out the service and you may not be eligible for repairs. If, after several attempts, you have not made an appointment or we still cannot gain access, we may cancel your agreement. We will tell you in writing if this is the case.









<u>Safety advice</u>: We may advise you that that permanent repairs or improvements are needed to make sure your appliance or system works safely (for example, to comply with gas safety regulations, such as upgrading your ventilation to meet current standards). If you do not follow our advice, it may mean that we are unable to fulfil all our obligations under your agreement. In this case, your agreement will continue to run unless you tell us you would like to cancel the agreement.

<u>Appointment times:</u> We offer two time slots, AM (8:30AM-12 Noon) & PM (12Noon – 5PM).

<u>Third party rights:</u> Nobody other than you will benefit from this agreement, which cannot be passed onto someone without our agreement.

<u>Governing Law:</u> The terms and conditions for all products and services are written in English and all correspondence entered shall be in English. Your agreement is governed by the Laws of England and Wales.

<u>Labour:</u> One of our engineers will carry out the work, however in some cases suitably qualified contractors may have to carry out the work.

<u>Damage:</u> If any damage occurs within the property whilst our engineers are in your property, but it is not the fault of the engineers then it is the responsibility of the customer to fix.

NOT COVERED

- Replacing electric appliances, bathroom fixtures, electric showers and sanitary ware.
- Unvented cylinders.
- Improvements including work that is needed to bring your appliance to current standards.
- Upgrades to which you may want to have carried out to improve existing systems.
- Replacing or repairing parts that do not affect how the appliance works.









- Replacing features or decorative radiators, standard panel radiators suitable for room size will be provided only.
- Replacing controls (through seasonal changes or otherwise) including topping up pressure in a sealed system.
- Repairing faults or clearing physical blockages.
- Removing asbestos.
- Cash alternatives.
- Repairing or replacing wall fixtures or fixtures or fittings where access is needed to make a repair.
- Aluminium heat exchangers.
- Washing machines and dishwashers the products themselves.
- Mains stopcock and taps.
- Underground foul drainage.
- Electric showers.







