



Contact Our Friendly Team Today

**01908 749 703**

[www.BishopPlumbing.co.uk](http://www.BishopPlumbing.co.uk)



**Bishop**  
Plumbing & Heating  
Making Moves to Keep Your Knights Warm

CarePlan  
Terms & Conditions

# T&C's for Bishop Plumbing & Heating CarePlan Packages:

## Your Requirements as a customer:

- ⊕ To ensure that all information given to Bishop Plumbing & heating be honest, true, factual, and not misleading during the entire homecare agreement.
- ⊕ Your boiler must be installed, maintained, and used in accordance with the manufacturer's instructions.
- ⊕ You need to ensure that the monthly CarePlan payments are paid in full and on time, continuous missed or bounced payments will result in your CarePlan package being terminated.
- ⊕ We need to ensure that someone aged 18 years or over is at your property, to greet our team of engineers to carry out our service visits.
- ⊕ If our engineer arrives and is not able to carry out the service, because we are unable to gain access. Then you may be charged our standard service charge of £95.

It is your responsibility If your boiler breaks down, malfunctions, or shows an error message to take the necessary steps to limit the damage and report the fault to Bishop Plumbing & Heating promptly.





## Change of Address:

Once you have a date that you are vacating your existing property, please advise the office team on 01908 749703. We will update our records and we will contact the new tenants/homeowners later.

You may wish to continue your CarePlan at your new property, we would be happy to assist you in this and arrange a free safety check before we commence the cover for your new property.

## Should you wish to leave Bishop plumbing & Heating's CarePlan:

In the unlikely event of you wanting to cancel your CarePlan, we will need you to confirm this in writing to: Bishop Plumbing & Heating Ltd, Suite C35, Harben House, Tickford street, Newport Pagnell, MK16 9EY.

Should you need any assistance, please contact our office Monday – Friday, 9am - 6pm on 01908 749703 or by emailing [info@bishopplumbing.co.uk](mailto:info@bishopplumbing.co.uk)

Please then inform your bank to cancel the Direct Debit instruction as we cannot cancel the plan immediately.

If the CarePlan is terminated during the 12 months minimum subscription, then a Pro rata invoice will be sent to you, with the remaining balance due.



## The Process for feedback and/or Complaints:

At Bishop Plumbing & Heating we aim to provide all our customers with the ultimate experience. Therefore, we value all feedback. This enables us to take on board your comments and use it to grow as a company and as well as individuals, thus making changes to policies and procedures when necessary.

Should you need any assistance, please contact our office Monday – Friday, 9am - 6pm on 01908 749703 or by emailing [info@bishopplumbing.co.uk](mailto:info@bishopplumbing.co.uk)

All complaints are taken seriously, and you should expect a reply within 3-5 Working days once we have had the opportunity to carry out a full investigation and be able to report back our findings.



## Beyond Economical Repair:

If our engineer decides that your boiler is beyond economical repair, you will be eligible for a like for like new energy efficient boiler if:

- a) The boiler has been serviced every year by Bishop Plumbing & Heating since it was installed.
- b) The age of the boiler is no more than 7 years old.
- c) There has been no breach on information provided.
- d) You have carried out any recommended works by Bishop Plumbing & Heating Ltd.
- e) There no is damage caused by you, other persons or third party, subsidence, structural repairs, explosion, fire, lightening, accident, flood, or storm.
- f) There is no damage was caused by the utility companies, e.g., Gas, Electricity or Water Improvement works.
- g) The original installation meets manufacturers installation instructions.

## Basic CarePlan package - Boiler Only:

### Included in your plan:

- ✓ A full inspection of the entire chimney structure 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 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.
  - ✓ A final combustion analysis and measurement against tolerances set by the manufacturer's instructions.
- ✓ A test of any 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 defect which may affect the safe operation of your appliances.
- ✓ An assessment of your current heating controls and best practice advice regarding energy efficiency.
- ✓ Diagnostics and repairs including labour & parts.
- ✓ Repairs to Gas pipework from the mains after the meter to the boiler.
- ✓ Beyond Economical Repair, see T&C's.

Enjoy 5% off all labour rates when booking  
in other services with Bishop Plumbing & Heating.

## Basic CarePlan package - Boiler Only:

### Excluded from your plan:

- ⊗ Boilers with an age of over 12 years (It will be the discretion of Bishop Plumbing & Heating) and or beyond economical repair.
- ⊗ Removing sludge or hard water scale from the boiler or heating system.
- ⊗ Damage caused by you or other persons Cosmetic damage that affects the appearance but not the function Consequential loss & normal insured risks.
- ⊗ The cost of repairs caused by freezing, subsidence, structural repairs, explosion, fire, lightening, accident, flood, or storm.
- ⊗ Re-setting of controls, including clock, thermostats, and wireless devices (unless done at the time of annual service).
- ⊗ The cost of repairs needed due to design faults unless it is a Bishop Plumbing & Heating error or mistake.
- ⊗ Damage caused by you, other persons or third party.
- ⊗ Cosmetic damage that affects the appearance but not the function.
- ⊗ Normal insured risks.
- ⊗ The cost of damage caused by the utility companies, e.g., Gas, Electricity or Water.
- ⊗ Improvement works needed to bring the boiler or system to current standards.
- ⊗ Replacing or repairing decorative or other parts which do not affect how the system works.
- ⊗ Removing or monitoring asbestos associated with repairing the appliance or system.
- ⊗ Repairing any damage or redecoration due to system alteration.
- ⊗ Repairing or replacing any lead or steel pipes.
- ⊗ Any central heating works.
- ⊗ Any plumbing works.
- ⊗ Towel rails, vertical radiators and heaters.
- ⊗ LPG, Oil and Electric heating systems as well as flue systems from the boiler.
- ⊗ There are some Boiler types that are not within the scope of the Service Agreement. These are: Potterton Powermax Boiler mate Boiler containing storage vessel Warm air units Electric boilers Keston ATAG Any non-gas appliances, (including but not limited to Elson tanks; oil boilers; separate gas heaters; supplying hot water; LPG boilers and dual- purpose boilers such as AGA and Rayburn). Any Boiler containing Asbestos (if you are unsure please contact our helpline).
- ⊗ Beyond Economical Repair (BER) (applies to the boiler only): Upon making a claim, the total cost of parts (including VAT) required to repair the boiler will be determined by us using reputable suppliers. If this cost exceeds £250 it will be deemed to be BER.
- ⊗ Thermal store (unvented cylinders) These can be covered under an additional plan.



## Standard CarePlan package - Boiler & Central Heating system:

### Included in your plan:

- ✓ A full inspection of the entire chimney structure 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 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.
  - ✓ A final combustion analysis and measurement against tolerances set by the manufacturer's instructions.
- ✓ A test of any 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 defect which may affect the safe operation of your appliances.
- ✓ An assessment of your current heating controls and best practice advice regarding energy efficiency.
- ✓ Diagnostics and repairs including labour & parts.
- ✓ Repairs to Gas pipework from the mains after the meter to the boiler.
- ✓ Beyond Economical Repair, see T&C's.
- ✓ Central Heating System, Inc. Standard Radiators, Domestic Pumps, Radiator valves, Pipework & Control valves, Standard Time clocks, Standard Programmers and Standard Room thermostats.
- ✓ Repairs to gas pipework after the meter up to boiler.
- ✓ Labour only on Cylinders and Immersion heaters.
- ✓ All Central Heating Pipework, pressure relief valves, filling loops, expansion tanks and vessels.

Enjoy 5% off all labour rates when booking  
in other services with Bishop Plumbing & Heating.



## Standard CarePlan package

### - Boiler & Central Heating system:

#### Excluded from your plan:

- ⊗ Boilers with an age of over 12 years (It will be the discretion of Bishop Plumbing & Heating) and or beyond economical repair.
- ⊗ Removing sludge or hard water scale from the boiler or heating system.
- ⊗ The cost of repairs caused by freezing, subsidence, structural repairs, explosion, fire, lightening, accident, flood, or storm.
- ⊗ Re-setting of controls, including clock, thermostats, and wireless devices (unless done at the time of annual service).
- ⊗ The cost of repairs needed due to design faults unless it is a Bishop Plumbing & Heating error or mistake.
- ⊗ Damage caused by you, other persons or third party.
- ⊗ Cosmetic damage that affects the appearance but not the function.
- ⊗ Normal insured risks.
- ⊗ The cost of damage caused by the utility companies, e.g., Gas, Electricity or Water.
- ⊗ Improvement works needed to bring the boiler or system to current standards.
- ⊗ Replacing or repairing decorative or other parts which do not affect how the system works.
- ⊗ Removing or monitoring asbestos associated with repairing the appliance or system.

- ⊗ Repairing any damage or redecoration due to system alteration.
- ⊗ Repairing or replacing any lead or steel pipes.
- ⊗ Any plumbing works.
- ⊗ Towel rails, vertical radiators and heaters.
- ⊗ Smart based controls, such as Nest, wave etc.
- ⊗ LPG, Oil and Electric heating systems as well as flue systems from the boiler.
- ⊗ There are some Boiler types that are not within the scope of the Service Agreement. These are: Potterton Powermax Boiler mate Boiler containing storage vessel Warm air units Electric boilers Keston ATAG Any non-gas appliances, (including but not limited to Elson tanks; oil boilers; separate gas heaters; supplying hot water; LPG boilers and dual- purpose boilers such as AGA and Rayburn). Any Boiler containing Asbestos (if you are unsure please contact our helpline).
- ⊗ Beyond Economical Repair (BER) (applies to the boiler only): Upon making a claim, the total cost of parts (including VAT) required to repair the boiler will be determined by us using reputable suppliers. If this cost exceeds £250 it will be deemed to be BER.
- ⊗ Thermal store (unvented cylinders) These can be covered under an additional plan.





## Premium CarePlan package

### - Boiler, Central Heating system & Plumbing:

#### Included in your plan:

- ✓ A full inspection of the entire chimney structure 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 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.
  - ✓ A final combustion analysis and measurement against tolerances set by the manufacturer's instructions.
- ✓ A test of any 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 defect which may affect the safe operation of your appliances.
- ✓ An assessment of your current heating controls and best practice advice regarding energy efficiency.
- ✓ Diagnostics and repairs including labour & parts.
- ✓ Repairs to Gas pipework from the mains after the meter to the boiler.
- ✓ Beyond Economical Repair, see T&C's.
- ✓ Central Heating System, Inc. Standard Radiators, Domestic Pumps, Radiator valves, Pipework & Control valves, Standard Time clocks, Programmers and Room thermostats.
- ✓ Repairs to gas pipework after the meter up to boiler.
- ✓ Labour only on Cylinders and Immersion heaters.
- ✓ All Central Heating Pipework, pressure relief valves, filling loops, expansion tanks and vessels.
- ✓ Hot and cold-water pipes from the internal mains stopcock.
- ✓ Replacing washers in taps, or Labour included to replace taps if required.
- ✓ Cold water storage tank.
- ✓ Leaking overflow pipes.
- ✓ Standard ball valves and standard cable toilet flushes and standard cable push buttons.
- ✓ Further Discount on other Bishop Plumbing & Heating Services.

Enjoy 5% off all labour rates when booking  
in other services with Bishop Plumbing & Heating.

## Premium CarePlan package

### - Boiler, Central Heating system & Plumbing:

#### Excluded from your plan:

- ⊗ Boilers with an age of over 12 years (It will be the discretion of Bishop Plumbing & Heating) and or beyond economical repair.
- ⊗ Removing sludge or hard water scale from the boiler or heating system.
- ⊗ The cost of repairs caused by freezing, subsidence, structural repairs, explosion, fire, lightening, accident, flood, or storm.
- ⊗ Re-setting of controls, including clock, thermostats, and wireless devices (unless done at the time of annual service).
- ⊗ The cost of repairs needed due to design faults unless it is a Bishop Plumbing & Heating error or mistake.
- ⊗ Damage caused by you, other persons or third party.
- ⊗ Cosmetic damage that affects the appearance but not the function.
- ⊗ Normal insured risks.
- ⊗ The cost of damage caused by the utility companies, e.g., Gas, Electricity or Water.
- ⊗ Improvement works needed to bring the boiler or system to current standards.
- ⊗ Replacing or repairing decorative or other parts which do not affect how the system works.
- ⊗ Removing or monitoring asbestos associated with repairing the appliance or system.

- ⊗ Repairing any damage or redecoration due to system alteration.
- ⊗ Repairing or replacing any lead or steel pipes.
- ⊗ Towel rails, vertical radiators and heaters.
- ⊗ Smart based controls, such as Nest, wave etc.
- ⊗ Appliance Pipework, such as your washing machine and dishwasher.
- ⊗ Waste Pipes and Drainage.
- ⊗ LPG, Oil and Electric heating systems as well as flue systems from the boiler.
- ⊗ There are some Boiler types that are not within the scope of the Service Agreement. These are: Potterton Powermax Boiler mate Boiler containing storage vessel Warm air units Electric boilers Keston ATAG Any non-gas appliances, (including but not limited to Elson tanks; oil boilers; separate gas heaters; supplying hot water; LPG boilers and dual- purpose boilers such as AGA and Rayburn). Any Boiler containing Asbestos (if you are unsure please contact our helpline).
- ⊗ Beyond Economical Repair (BER) (applies to the boiler only): Upon making a claim, the total cost of parts (including VAT) required to repair the boiler will be determined by us using reputable suppliers. If this cost exceeds £250 it will be deemed to be BER.
- ⊗ Thermal store (unvented cylinders) These can be covered under an additional plan.

