



Bishop
Plumbing & Heating
Making Moves to Keep Your Knights Warm

CAREPLAN · STANDARD, PREMIUM & HEAT PUMP

HEATING CARE PLAN

Making Moves to Keep Your Knights Warm. Cover for your boiler, heating, or heat pump, serviced and protected all year round.

Plans from just £20 a month

01908 749703

www.bishopplumbing.co.uk



Gas Safe Registered

4.8★ Google · 5.0 Trustpilot · 9.8/10 Checkatrade

ABOUT US

30 YEARS IN MILTON KEYNES PLUMBING AND HEATING

Having had over 30 years of experience within the plumbing and heating industry, Bishop Plumbing & Heating has obtained various certificates and accreditations, giving customers peace of mind that our team are highly qualified and experienced.

A rise in customers coming to us unhappy with their existing service plans sent us back to the drawing board, and the result is a CarePlan that's as simple as one, two, three: choose your package, pass your safety check, and sit back knowing you're in capable hands.



Gas Safe Registered

Checkatrade

Trading Standards



Gas Safe registered engineers, servicing across Milton Keynes and Buckinghamshire



checkatrade.com
where the experts meet



30+

YEARS
EXPERIENCE

3

PACKAGES TO
CHOOSE FROM

£20

PLANS START
FROM

COVER PLANS

PIECE TOGETHER YOUR CAREPLAN

Three packages, so you only pay for what you need. Every plan includes the mandatory free safety check, a free annual service, callout, parts up to £250, remote technical assistance, and 5% off all other Bishop Plumbing & Heating work.

Standard

Ideal for combi boilers

£20 /month

Premium

Ideal for conventional systems with a hot water tank

£25 /month

Heat Pump

Ideal for heat pump systems with a cylinder

£40 /month

GETTING STARTED

JOINING A CAREPLAN TAKES THREE STEPS

1

Choose your plan

Pick Standard, Premium or Heat Pump, then we schedule your mandatory free safety check.

2

Pass your safety check

We check efficiency and safe working, flagging anything that needs resolving first.

3

Sit back and relax

Your plan commences and you're in the capable hands of our team.

COMPARE THE PACKAGES

Standard

£20

Ideal for combi boilers

- ✓ Boiler service
- ✓ Gas pipework
- ✓ Boiler repairs
- ✓ Pressure relief valves & filling loops
- ✓ Expansion vessel cover (internal to boiler)
- ✓ Callout included
- ✓ Parts included, up to £250
- ✓ Remote technical assistance

Have an unvented cylinder? Add £10/month to this plan.

Premium

£25

Ideal for conventional systems with a hot water tank

- ✓ Boiler service
- ✓ Gas pipework
- ✓ Boiler repairs
- ✓ Heating repairs
- ✓ Standard radiators, domestic pumps & radiator valves
- ✓ Standard controls (excluding smart controls)
- ✓ Pressure relief valves & filling loops
- ✓ Expansion vessels
- ✓ Callout included
- ✓ Parts included, up to £250
- ✓ Remote technical assistance

Have an unvented cylinder? Add £10/month to this plan.

Heat Pump

£40

Ideal for heat pump systems with a cylinder

- ✓ Heat pump service
- ✓ Breakdown of heat pump
- ✓ Cylinder cover
- ✓ Standard controls (excluding smart controls)
- ✓ Pressure relief valves & filling loops
- ✓ Callout included
- ✓ Parts included, up to £250
- ✓ Remote technical assistance

Cylinder cover is included as standard.

COVERAGE BY PLAN

Included	Standard	Premium	Heat Pump
Boiler service	✓	✓	—
Breakdown of boiler	✓	✓	—
Gas pipework	✓	✓	—
Boiler repairs	✓	✓	—
Heating repairs	—	✓	—
Standard radiators, domestic pumps, radiator valves	—	✓	—
Heat pump service	—	—	✓
Breakdown of heat pump	—	—	✓
Cylinder cover	—	—	✓
Standard controls (excl. smart controls)	—	✓	✓
Pressure relief valves & filling loops	✓	✓	✓
Expansion vessel cover	✓ internal only	✓	—
Callout included	✓	✓	✓
Parts included, up to £250	✓	✓	✓
Remote technical assistance	✓	✓	✓
Unvented cylinder cover	+£10/mo	+£10/mo	✓ included

WHAT CAREPLANS DON'T COVER

- Boilers over 12 years old
- Sludge and limescale
- Frozen pipes
- Damage by the client
- Bringing installs up to regulation
- Lead or steel pipework
- General plumbing



FOR LANDLORDS

A TAILORED PLAN FOR HOWEVER MANY PROPERTIES YOU MANAGE

- All agreements and communication are with you as the landlord.
- We can organise visits directly with your tenants to ease the stress of a breakdown.
- Your CP12 is issued to your address once the annual service is complete, unless you tell us otherwise.
- CarePlan customers receive our Premium service level as standard.

EVERY PLAN, EVERY YEAR

YOUR FREE ANNUAL SERVICE

Included with every CarePlan, your annual service keeps your system working efficiently and safely, and helps keep any manufacturer's warranty valid. We'll talk you through your controls, and record the location of your mains water isolation point, gas emergency control valve, and fuse boards, so this information is on hand in an emergency.

FINE PRINT

TERMS & CONDITIONS AT A GLANCE

The full terms, exclusions and claims process for each package follow on pages 8 to 13.

- 1 Agreement term.** All CarePlans, including Heat Pump, run for a minimum 12 month agreement, starting from the date your first payment is taken and successful completion of your safety check.
- 2 Safety check.** Carried out free within the first 14 days of your agreement, unless we have recently installed your boiler, cylinder or heat pump.
- 3 Claims window.** No new claims within 14 days of receipt of your first payment.
- 4 Excess.** All plans are subject to an excess of £60 per claim.
- 5 Parts, callout & remote assistance.** Parts included up to £250 per claim, with callout and remote technical assistance included as standard.
- 6 Unvented cylinders.** Standard and Premium can add cover for £10/month. Heat Pump includes cylinder cover as standard.
- 7 Age limits.** We cover systems up to 12 years old; cover beyond this is at our discretion.
- 8 Annual review.** Your plan is reviewed yearly to ensure it still meets our minimum requirements.

YOUR ANNUAL SERVICE AND REPAIR COVER

Your plan has two parts: the annual service, and the repair cover you can call on during the year. Heat Pump plans receive a manufacturer-specification heat pump service instead of a gas boiler service.

The annual service

Carried out once every 12 months by a Gas Safe registered engineer.

- ✓ 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.
- ✓ 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.
- ✓ We record the location of your mains water isolation point, gas emergency control valve and fuse boards, so this is on hand in an emergency.

Repairs covered by your plan

Separate from the service and available all year, subject to plan limits.

- ✓ Diagnostics and repairs including labour & parts, up to £250 per claim.
- ✓ Repairs to gas pipework from the mains after the meter to the boiler.
- ✓ Central heating system, inc. standard radiators, domestic pumps, radiator valves and control valves, standard time clocks, standard programmers and standard room thermostats (Premium and Heat Pump plans only).
- ✓ Labour only on cylinders and immersion heaters.
- ✓ Pressure relief valves, filling loops and expansion vessels (Standard: internal to the boiler only).
- ✓ Callout and remote technical assistance included as standard.
- ✓ Beyond Economical Repair, see Terms & Conditions.

£60 excess applies to each repair claim. Repairs are part of your CarePlan cover, not the annual service.

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

THE AGREEMENT

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, cylinder or heat pump 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.
- ⊕ Standard, Premium and Heat Pump packages are subject to an excess of £60 per claim.

It is your responsibility. If your boiler, cylinder or heat pump 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.

Cover limits at a glance

Excess per claim	£60
Parts per claim	Up to £250
No-access service charge	£95
Minimum agreement	12 months
Maximum system age	12 years

BER

BEYOND ECONOMICAL REPAIR

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.

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 is no damage caused by you, other persons or third party, subsidence, structural repairs, explosion, fire, lightening, accident, flood, or storm.
- f) There is no damage caused by the utility companies, e.g., Gas, Electricity or Water improvement works.
- g) The original installation meets manufacturers installation instructions.

FEEDBACK

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 – 5pm on 01908 749703 or by emailing 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.



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.
- Consequential loss and 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.
- General plumbing works, including appliance pipework, waste pipes and drainage.
- Towel rails, vertical radiators and heaters.
- Smart based controls, such as Nest, Hive, Tado, Halo, Wiser etc.
- Frozen pipes.
- 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 and unvented cylinders, unless you have added cylinder cover for £10 per month.

Packages are subject to an excess of £60 per claim.

INCLUDED AND EXCLUDED

Included in your plan

- ✓ An annual heat pump service carried out to the manufacturer's specification, including a check of refrigerant circuit pressures, flow temperatures and system efficiency.
- ✓ Inspection and cleaning of filters, strainers and the outdoor unit's heat exchanger, and a check that condensate drainage is free from debris.
- ✓ Breakdown of the heat pump, including diagnostics, labour and parts up to £250 per claim.
- ✓ Cylinder cover, included as standard.
- ✓ Standard controls, excluding smart controls.
- ✓ Pressure relief valves and filling loops.
- ✓ Callout included, plus remote technical assistance.
- ✓ An assessment of your controls and best practice advice regarding energy efficiency.
- ✓ 5% off all labour rates when booking other services with Bishop Plumbing & Heating.

Excluded from your plan

- Heat pumps and cylinders with an age of over 12 years (it will be the discretion of Bishop Plumbing & Heating) and or beyond economical repair.
- Gas boilers, gas pipework and flue systems, which are covered under the Standard and Premium plans.
- Removing sludge or hard water scale from the heat pump, cylinder or heating system.
- The cost of repairs caused by freezing, frozen pipes, subsidence, structural repairs, explosion, fire, lightening, accident, flood, or storm.
- Damage caused by you, other persons or third party, cosmetic damage that affects the appearance but not the function, consequential loss and normal insured risks.
- The cost of damage caused by the utility companies, e.g., Gas, Electricity or Water.
- Improvement works needed to bring the heat pump or system to current standards, or repairs needed due to design faults unless it is a Bishop Plumbing & Heating error or mistake.
- Repairing or replacing any lead or steel pipes, and general plumbing works.
- Smart based controls, such as Nest, Hive, Tado, Halo, Wiser etc., and the re-setting of controls (unless done at the time of annual service).
- Towel rails, vertical radiators and heaters.
- Any works that require the refrigerant circuit to be re-gassed as a result of installation defects, or works reserved to the original installer under warranty.
- Beyond Economical Repair: where the total cost of parts (including VAT) required to repair the unit exceeds £250, it will be deemed to be BER.

Packages are subject to an excess of £60 per claim.

MOVING HOME

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.



CANCELLATION

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 Home Improvements Ltd, Suite 14, 548-550 Elder House, Elder Gate, Milton Keynes, MK9 1LR.

Should you need any assistance, please contact our office Monday – Friday, 9am – 5pm on 01908 749703 or by emailing 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.

Your plan is reviewed yearly to ensure it still meets our minimum requirements. Where it does not, we will talk you through the options before your next renewal.



Bishop

Plumbing & Heating

Making Moves to Keep Your Nights Warm

READY TO TALK THROUGH YOUR CAREPLAN?

Our office is open 9am to 5pm, Monday to Friday. For
emergency leaks, we're on hand too.

01908 749703

4.8★ Google (113)

5.0 Trustpilot (269)

9.8/10 Checkatrade



Gas Safe Registered

Bishop Home Improvements Ltd (company no. 13556003), trading as Bishop Plumbing and Heating · Suite 14, 548-550 Elder House, Elder Gate, Milton Keynes, MK9 1LR

www.bishopplumbing.co.uk