



Welcomes you to



Why join Team Centra?



If you are looking for a dedicated and professional team of heating engineers and plumbers in Swindon and the surrounding areas, then look no further than the team here at CentraHeat.

We offer many services and can be relied upon to complete all jobs to a high standard.

We have a combined experience of 70 years with an award-winning team behind us, our sole priority is always providing the best service possible.

We have satisfied customers who return to us again and again. Therefore, we want to take our service to the next level and offer Care Plans!



24/7 AVAILABILITY

Always available for our customers



DEDICATED TEAM

Experienced team of professionals



GUARANTEED SATISFACTION

Customer satisfaction as standard



FREE ESTIMATE

FREE estimates for installations

We are a Worcester Accredited Installer (WAI)

We are proud to be a Worcester Bosch Accredited installer.

This accreditation is awarded by Worcester Bosch themselves and shows that they recognise our high standards of installations, service and customer care.

They have strict standards when it comes to certification so you can be assured that we are Gas Safe and OFTEC registered.

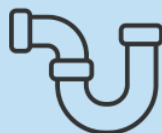


Our Services



HEATING SERVICES

When it comes to heating services, our specialists can resolve your heating needs.



PLUMBING & BATHROOMS

Bathroom Installations
General Plumbing
Leaking & Burst Pipes



BOILER CARE PLANS

Boiler and Heating System breakdown cover starting from £7.50 per month



BOILER FINANCE

0% and flexible payment plans from 3,4,5,8 and 10 years with a 10% deposit.



WATER TREATMENT

Legionella Risk Assessments
Water Softeners & Conditioning

Care Plan Costs

The monthly cost of each plan is shown below along with optional extras if required.

The monthly fee is taken by direct debit via GoCardless - please note GoCardless will show on your bank statements, not CentraHeat.

Service Plus

£7.50 per month

System Care

£15.50 per month

Boiler Care

£17.99 per month

System Care Plus

£22.99 per month

Complete Care

£29.50 per month

Extras

LPG System

Extra £2.50 per month

Oil System

Extra £4.00 per month

Back Boiler Units

Extra £2.00 per month

Annual Gas Fire Service

Extra £4.00 per month

Extras for Landlords

Gas Safety Inspection

Extra £2.00 per month

Legionella Risk Assessment

Extra £2.50 per month

Service Plus

£7.50 per month

Our **Service Plus** plan spreads the cost of your annual service over 12 months. The boiler is the heart of your home so you will have the reassurance of knowing that your boiler is in good shape and less likely to break down in the colder months when you need it most.

We will even send you a reminder the year after when your service is due and book a date that suits your busy lifestyle!

What happens during a service?

- A visual check of the boiler and flame (if possible)
- Checks on the flue (externally and internally)
- Checking the operating pressure and/or heat input
- Checking safety devices
- Check case seals form an effective seal
- Boiler casing removed to check all main boiler components (burner, heat exchanger, main injector, spark/sensor probe)
- Boiler fired safely to identify any working faults
- Boiler parts cleaned (if necessary)
- A service report showing everything our engineer has done



Did you know...

It is usually a requirement of the manufacturers guarantee that your boiler is serviced annually

What's not included?

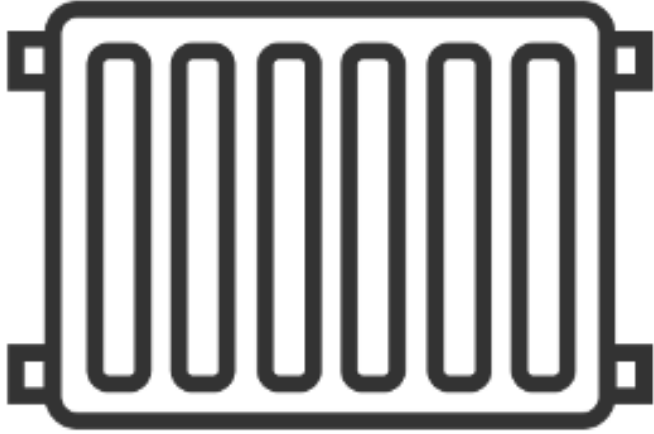
- Repairs or maintenance work
- Removing sludge
- Removing hard water scale

We can send you an estimate for these separately if you wish

System Care

£15.50 per month

Our **System Care** plan is ideal when the boiler is under guarantee as the manufacturer will cover the cost of any leaks or faults found on the boiler itself.



What's Included?

- Annual boiler service
- Unlimited discounted rate priority call-outs
- Repair or replacement radiators
- Repair or replacement TRVs
- Repair or replacement Lockshields

What's not Included?

- Boiler or controls
- Bleeding of radiators
- Hot, cold and gas pipework
- Removing sludge
- Removing hard water scale

We can send you an estimate for any remedial work if required

Did you know...

Radiators need bleeding regularly as pockets of air get trapped inside. This air causes the radiator to circulate hot water less effectively meaning less heat is emitted which takes longer to heat your home

System Care Plus

£22.99 per month

Our **System Care Plus** plan is the step up from our **System Care** plan to give you complete piece of mind that your heating system is covered if anything goes wrong.

What's Included?

- Annual boiler service
- Unlimited discounted rate priority call-outs
- Repairs or replacement radiators
- Repair or replacement TRVs
- Repair or replacement Lockshields
- Repairs to hot, cold and gas pipework



What's not Included?

- Boiler or controls
- Bleeding of radiators
- Removing sludge
- Removing hard water scale

We can send you an estimate for any remedial work if required

Boiler Care

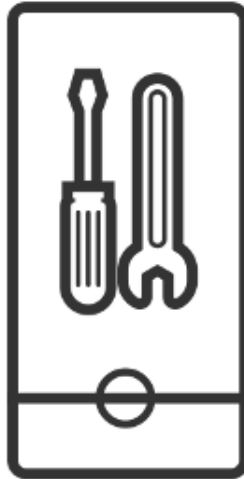
£17.99 per month

We all know that Boiler breakdowns can be inconvenient and expensive so for peace of mind our **Boiler Care** plan covers all repairs to your boiler and controls. It is ideal cover for your boiler once it is no longer covered by the manufacturer's guarantee.

We cover Gas, LPG, Oil and back boilers but please see page 3 regarding additional costs.

What's Included?

- Annual Boiler Service
- Unlimited discounted priority rate call-outs
- Supply and installation of broken boiler parts
- Repair or replacement programmers
- Repair or replacement frost thermostats
- Replacement boiler (see T&C's)



What's not Included?

- Repairing damage caused by sludge, scale or any other debris
- Repair or replacement radiators
- Bleeding of radiators
- Repairs to hot, cold and gas pipework

We can send you an estimate for any remedial work if required

Complete Care

£29.50 per month

Our **Complete Care** plan is ideal for systems where the boilers is out of guarantee as it combines all the points from **System Care Plus** and **Boiler Care** giving you **complete** peace of mind.

What's Included?

- Annual Boiler Service
- Unlimited discounted priority rate call-outs
- Supply and installation of broken boiler parts
- Repair or replacement programmers
- Repair or replacement frost thermostats
- Replacement boiler (see T&C's)
- Repair or replacement radiators
- Repair or replacement TRV's
- Repair or replacement Lockshields
- Repairs to hot, cold and gas pipework



What's not Included?

- Repairing damage caused by sludge, scale or any other debris
- Bleeding of radiators

We can send you an estimate for any remedial work if required

Did you know...

Upgrading your boiler can improve efficiency, save money and help the environment!

Are you ready to be a part of Team Centra?

1. Make sure you have fully read through this pack and the Terms and Conditions
2. Choose your care plan - *if you need any help please give us a call*
3. Contact us to book a service for your boiler and any gas fires you want us to cover – *we will ask you to pay for this on completion, we understand that you may choose to sign up to a care plan when the next annual service is due.*
4. When completing the boiler service our experienced engineer will check any other parts of your system that are covered on your chosen care plan to ensure these are in a reasonable condition
5. We may need to carry out repairs or other works before we can accept you on to our care plans – *if this is the case, we will give you an estimate. There is no obligation to get this work done but we wouldn't be able to set you up on our care plans without it*
6. Complete the application form – *Found in this pack and either email or post it back to us*
7. We will then send you a link to set up your Direct Debit payment via GoCardless
8. We will contact you between month 10 & 12 of your plan to book in the next boiler service – at no extra charge as this is included in your chosen care plan
9. If you need us for a call-out or have any questions, please don't hesitate to get in touch

Cancellations & Changes

Once we have set up your chosen Care Plan it will remain in place unless you decide to cancel. If we need to make any changes to your plan's cost or level of cover, we will contact you in advance to let you know. Any increases to your plan cost won't take effect until the date of your next boiler service. You will be given the opportunity to cancel or change plans.

Emergency Call-Outs

We are available 24 hours a day, 365 days a week for emergencies - an emergency is an uncontrollable water leak, loss of heating for a vulnerable person(s), gas leak or CO alarm constantly sounding. If you are not sure, please call us and we can determine over the phone whether an engineer is required.



What else can CentraHeat do for you?

Boiler Installations

CentraHeat provides a high-level service of boiler installations, we will recommend and advise you on the most suitable boiler for your households needs.

We are Worcester Accredited Installers which means that Worcester have recognised our high standards of installations, service and customer care.

If you would like a quick quote, follow these simple steps

1. Head to www.centraheat.co.uk
2. Click "Get a Quote Online"
3. Answer a few questions
4. Choose which package
5. Fill out your details and we will be in touch to book a site survey

We can offer 0% finance deals through Novuna Consumer Finance if you choose to spread the cost over 2 years. If you need longer repayment options these are available, but you will need to pay interest.



Small Print

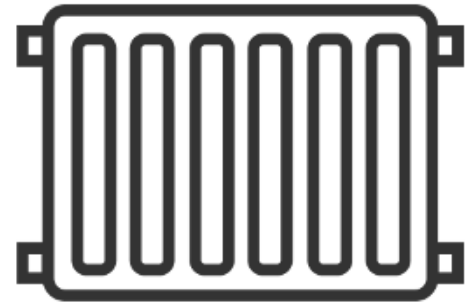
Credit subject to status and affordability. Terms & Conditions Apply. CentraHeat, Heating and Plumbing LTD is a credit broker and is Authorised and Regulated by the Financial Conduct Authority. Credit is provided by Novuna Personal Finance, a trading style of Mitsubishi HC Capital UK PLC, authorised and regulated by the Financial Conduct Authority. Financial Services Register no. 704348. The register can be accessed through <http://www.fca.org.uk>

Powerflush

A Powerflush helps deal with heating problems that you can't always see.

Sludge, rust and limescale cause leaks and blocks pipes, which reduces efficiency and costs you more in energy and the possibility of having to call an engineer out due to a clogged broken-down boiler.

We will use a machine and chemicals to thoroughly clean out your boiler, the pipes and radiators – replacing the dirty sludge with lovely clean water.



General Plumbing and Repairs

Not only can we help you with your heating repairs, but we can also help with any plumbing needs.

- Replacement taps – bathroom, kitchen, outside
- Moving pipework
- Replacement sanitaryware
- Toilet repairs
- Leaking pipework
- Shower replacements
- Repairs to or replacement of water cylinders
- Installation of kitchen sinks
- Installation of water softeners

This is just a selection of what CentraHeat offers. If there is something not on this list that you are interested in, please give us a call and we will advise you whether we are able to help.



24/7 AVAILABILITY

Always available for our customers



DEDICATED TEAM

Experienced team of professionals



GUARANTEED SATISFACTION

Customer satisfaction as standard



FREE ESTIMATE

FREE estimates for installations

Testimonials

New hot water cylinder fitted

“Fantastic service, from a fantastic company that were very professional, I could not fault them and would recommend them to everyone”



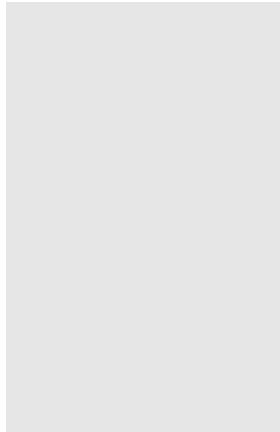
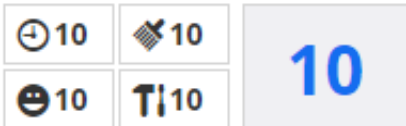
Leak under upstairs floorboards

“Responded to my urgent call and dealt with the issue in their normal timely and professional way. Delighted as always with the work they have done for me in the last 4 years. Can highly recommend”



Boiler Breakdown

“CentraHeat Heating & Plumbing Ltd is highly recommended. They are always fast, friendly and professional. They came out the day after I contacted them to a non-running boiler, and it was fixed the very next day once parts had been obtained”



Boiler Service

“I would highly recommend CentraHeat. They are always polite when you ring up and ask how much the service would be and very easy to book a suitable time and date. Their engineer turned up on time and was very polite. He took away the packaging. Top job as always”



Thank you for taking the time to read through our pack. If you have any queries, please contact us!

Call: 01793 878636

Email: office@centraheat.co.uk

Website: www.centraheat.co.uk

Bowman House, Bowman Court, Whitehill Lane, Royal Wotton Bassett, SN4 7DB

VAT No: 125 7094 17



Application Form

Contact Details

Full Name:

Address:

Contact Number(s):

Email:

Your Chosen Care Plan

Service Plus	System Care	Boiler Care	System Care Plus	Complete Care

Optional Extras – please specify how many Gas Fires you would like serviced

Annual Gas Fire Service	Gas Safety Inspection	Legionella Risk Assessment

Your Boiler

Gas	LPG	Oil	Back Boiler

Make and model of boiler:

Date of Installation:

Agreement

I have read and accept:

- The details of the Care Plan I have chosen
- CentraHeat Heating and Plumbing LTD's terms and conditions
- CentraHeat Heating and Plumbing LTD's privacy policy
- Centraheat Heating and Plumbing LTD can contact me about my Care Plan/services that may be of interest to me

Signature:

Terms and Conditions

We have tried our hardest to make these Terms and Conditions clear and fair but if there is anything you do not understand or have questions about please get in touch with us before agreeing.

About these Terms and Conditions

Section A sets out the definitions used throughout these Terms and Conditions

Section B relates only to Care Plans

Section C sets out the General terms for the Care Plans

Section A – Definitions

- a. **Website** – refers to the latest version of CentraHeat’s website as amended by any information We supply to You before or after You apply for Your care plan or accept Our Estimate for any Services. (We will give You at least 28 days’ notice of our intentions to make changes to Your plan including Your Plan Fees. Any increases in charges will only be implemented in the month after We carry out Your next regular boiler service.)
- b. **Call-out Fees** – means the per incident fees payable, in respect of any maintenance callouts under Your Plan. These fees are payable in addition to the monthly fee for the Plan shown on the Website.
- c. **Fee’s** – means the fees payable to Us by You for the provision of the Works as set out on the Website, Call-out Fees or Our Quote, as applicable.
- d. **Care Plan** – means the service or maintenance care plan as describe in this pack and on the Website which You have made a successful application to become a member of, and in respect of which Your membership hasn’t been terminated.
- e. **Estimate** – means any estimate which We issue to You and You accept, as well as any changes to that Estimate which We and You agree or confirm verbally, in writing or by email
- f. **We, Us and Our** – refers to CentraHeat and/or Team Centra which has an office at Bowman House, Bowman Court, Whitehill Lane, Royal Wootton Bassett
- g. **Works** – means the works to be carried out by Us for You, in accordance with a Plan or Estimate as applicable
- h. **You and Your** – refers to you, the person whose application to join a Care Plan has been accepted by Us and/or You, the person who has asked Us to carry out Works in accordance with an Estimate.

Section B – Conditions only applicable to Care Plans

1. Care Plan Eligibility

- a. You can apply for the Care Plan of your choice if:
 - i) You have a domestic (up to 70Kw) condensing gas central heating boiler
 - ii) You live in Swindon or the surrounding areas (all SN and some GL postcodes)
 - iii) You are the owner or occupier of the property You want Us to cover
 - iv) Your boiler and/or any other services You want Us to cover are safe and in good working order (see paragraph 3 below)
- b. At Our discretion, we can provide a bespoke quote for Your plan if your property is situated outside the Swindon and surrounding areas. We reserve the right to quote a higher price than the Fees shown in this pack and the Website in such cases and in any other situation where the set-up in Your home will make it more difficult or expensive for Us to service or maintain Your heating system.
- c. If ownership of dwelling changes the new owner of the dwelling shall retain the benefit of the Contract so long as the payments due are maintained. Refunds will not be available however for the unexpired part of the contract.
- d. We reserve the right to refuse any application for a Care Plan without giving a reason

2. Inclusions and Exclusions

- a. A definitive list of what is and is not included in each Care Plan is set out in this Pack and the Website.
- b. In addition to the exclusions contained within the description of each Care Plan set out in this Pack and the Website, the following exclusions apply to all Care Plans:

- i) Any inadequacy attributing to original installation or design of the system.
 - ii) We will not be held responsible for consequential damage or loss occurring as a result of a defect in the central heating system unless attributable to our negligence. If attributable to our negligence, notification must be given in writing with full details within fourteen days of the incident.
 - iii) Any damage due to the failure of water, gas or electricity supply.
 - iv) Any work including descaling that may arise due to hard water scale deposits or aggressive water supply.
 - v) Mechanical breakdowns due to sludge build-up within the system.
 - vi) Removal of products of corrosion from within the system.
 - vii) Should the heat exchanger or heat bank fail, this will deem the boiler to be beyond economical repair.
 - viii) Any damage or defect caused by lightning, explosion, flood, storm, tempest, fire, impact or other extraneous causes.
 - ix) Any defect caused through negligence, misuse, third party interference or malicious or wilful action
 - x) Domestic water supply from the hot water cylinder or boiler outlet to and including taps and washers.
 - xi) Any adjustment of time and temperature controls, bleeding radiators or pressurising sealed systems and relighting pilot lights.
 - xii) The fabric of the building and any pipework including flues buried in it.
 - xiii) Any building work for the investigation of faults and/or following repair.
 - xiv) Any faults present at the time of signing the initial contract.
 - xv) Any callouts deemed to have been pre-existing to the commencement date of the Maintenance Plan and within the first three months of the Contract will not be covered and may incur a charge for the callout and any parts required, at our current rates, variable to the day and time of the callout.
 - xvi) Replacement of flues.
 - xvii) The replacement of decorative parts.
 - xviii) Consumer durables (eg. batteries, filters, seals, gaskets, inhibitor, fuses, oil nozzles and igniters).
 - xix) Heating appliances such as kick space heaters, fan assisted radiators, towel rails, designer radiators e.g. column radiators, school radiators, dual fuel kits, immersion heaters, primatic cylinders, custom made cylinders, un-vented cylinders and thermal stores, underfloor heating systems and/or specialist heating. Radiants and glass fronts on back boiler fires.
 - xx) Cylinders with a volume greater than 40 gallons or 182 litres and boilers with a heat output greater than 42 kilowatts and pipework greater than 28mm diameter.
 - xxi) Removing asbestos associated with repairing the central heating appliance/system. When you have had any asbestos removed, you must give us a clean-air certificate before we will do any further work at your property. By Law, the person who removes the asbestos must give you a clean-air certificate.
 - xxii) Commencing and/or continuing services where we reasonably consider that there is a Health and Safety risk including; the presence of hazardous materials; infestations; or harassment of our personnel including verbal or physical abuse. We will not recommence work until the Health and Safety risk has been rectified to our satisfaction.
- c. If You need work or repairs carrying out that are not covered by Your Care Plan, We will provide an Estimate for parts and labour at Our standard hourly rates. There is no obligation to ask Us to proceed.
- d. There is a 28 day exclusion period for any callouts on the Care Plans. If You renew before the expiry of the Care Plan, the exclusion period does not apply after the first year of cover.

3. Limitations of Cover

- a. We cannot cover any faults that arise with Your covered services during the first 28 days of any Care Plan, unless We installed the equipment and have maintained it ever since.
- b. Despite regular servicing, equipment sometimes fails, and this can damage other items in Your home. We cannot cover the costs of repairing or replacing these items unless the equipment covered by Your Care Plan failed because We did not service or maintain it properly.
- c. The Acceptance of a Central Heating System onto a Care Plan does not imply that the system is installed to the relevant standards and We will not accept any responsibility for any inadequacy arising from the original design or installation, and so make no warranty as to fitness for purpose or condition. If a system is incorrectly installed or unfit for use, We reserve the right to terminate the Contract. The Care Plan is specific to the boiler installed in the property at the commencement of the Care Plan, should the boiler be changed during the term of the Care Plan We must be informed immediately in writing. We reserve the right to terminate any Care Plan, in this instance, without reimbursement of payment. Should a breakdown / repair/ service be required on a boiler that has been changed since the commencement of the Care Plan without notification to Us, We reserve the right to charge for any Call-Outs at our standard rates. We shall not be liable to fulfil its obligations under the Contract if subject to industrial dispute or force majeure. We may not be held responsible for any delay in provision of spare parts by suppliers and thus no compensation is payable should this occur. We may supply and fit replacement parts and components which are adequate but not the same as defective parts.

4. Call-Out Fees

- a. Call-out Fees are per incident. Accordingly, if We need (or You ask Us to carry out) Works which are unrelated to those We were called out to deal with, We reserve the right to charge a second Call-Out Fee. We may also have to schedule a repeat visit to deal with the unrelated Works if they are not urgent.
- b. If We are unable to gain access to the relevant part of Your property at the time We have previously agreed with You, or if we consider that it would be unsafe for Us to do so, We will be entitled to charge a second Call-Out Fee for any re-arranged visit.

Termination

- a. If You cancel Your Care Plan, no refunds will be payable by Us, except where cancellations are made under paragraph c below. You are free to cancel at any time as there is no minimum contract period and no cancellation fee, You or We must notify each other in writing with a minimum of 28 days' notice. To cancel, please email Us at office@centraheat.co.uk or write to Us at Bowman House, Bowman Court, Whitehill Lane, Royal Wootton Bassett, SN4 7DB
- b. In the event of cancellation of the contract within 12 months of its inception/renewal, we reserve the right to charge, at standard rates, for any work carried out. All contracts are reviewed annually, and we will upgrade the level of cover at the expiry of any manufacturer's guarantee period (if applicable) to ensure a consistent level of cover.
- c. If you cancel any Care Plan within the first 28 days of Your membership, provided You haven't called Us out to do any work under it, We will refund in full all sums paid by You under the Care Plan. To exercise the right to cancel, please either email us at office@centraheat.co.uk or write to Us at Bowman House, Bowman Court, Whitehill Lane, Royal Wootton Bassett, SN4 7DB

Section C – General terms of the Care Plans

- a. **Boiler Replacements** - should within three years of the initial contract date, the boiler be beyond repair. We will – at Our discretion fit a new boiler to the same or similar specification. Where regulatory changes mean that the same or a similar boiler cannot be installed, a contribution towards the upgrade will be required. (Boiler cover commences three months after date of initial contract) Only boilers proven to be up to seven years of age will qualify and it is the responsibility of You, the customer, to provide proof of the actual installation date. Should a boiler be over seven years of age and parts be deemed obsolete by the boiler manufacturer or to be beyond economical repair, a loyalty discount will be applied to the cost of a new boiler supplied and installed by Us. This loyalty discount will be based on the number of years the Contract has been running and the number of Call-Outs You have on record.
- b. **Replacement Parts and Components** - will only be fitted where old ones are beyond reasonable repair. We will be the sole arbiter as to the condition of components.
- c. **Noisy boilers** - as boilers become older, for various reasons they may become noisy. Where age is the sole reason for noise, We do not consider this a fault and it is **not** covered under the Care Plan. A charge will be made for any recurring callouts relating to noisy systems, chargeable at Our current standard & weekend Call-Out Fees.
- d. We shall not be responsible for any repairs to which reasonable access cannot be gained and shall not be responsible for replacing floorboards, cupboards, carpets and decorations etc. which may require removal for access.
- e. **Boiler Servicing** - the service will usually be carried out during month 10 to 12 inclusive. We will not be obliged to carry out a service outside of this period as breakdown calls will be given priority. All servicing work is carried out during normal working hours Monday to Friday. We reserve the right to charge an additional cost to the standard service rate including charges for additional consumables including system inhibitor.

