



Wize Cover

Service agreements
with

Heatwize
Plumbing & Heating



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What's Included?

- ✓ Annual boiler service including gas safety certificate
- ✓ All-inclusive care for your boiler (Basic)
- ✓ All-inclusive care for your boiler & heating (Popular)
- ✓ All-inclusive care for your boiler, heating & plumbing (Ultimate)
- ✓ Includes Parts and Labour
- ✓ Unlimited emergency call outs 24/7
- ✓ Qualified local engineers
- ✓ Free boiler replacement cover (Popular & Ultimate only)
- ✓ No more unexpected repair bills
- ✓ Zero excess to pay
- ✓ Fixed price for 3 years

What happens when I initiate my Wize Cover?

- You will receive up to an hour-long appointment for our qualified engineer to visit your property to determine your eligibility for opting into our Wize Cover
- Our engineer will discuss any issues immediately visible, and will give you advice to get them repaired, prior to coming onto our plan
- A report will be written which includes details of your system, manufacturers and models, and condition by the engineer for our records
- A decision will be made by the engineer immediately, depending on the engineer's findings
- Once a direct debit has been set up and you have been accepted for cover, your cover will commence

- Annual boiler service

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- All-inclusive care for your boiler

- All-inclusive care for your boiler

Wize Cover Basic:
Boiler

Wize Cover Popular:
Boiler and Heating

Wize Cover Ultimate:
Boiler, Heating and
Plumbing

£30 per month

£50 per month

£70 per month

- Annual boiler service
- All-inclusive care for your boiler
- Includes Parts and Labour
- Unlimited call outs
- 24/7 availability
- Local engineers
- Full system survey
- No call out fee
- No excess

- Annual boiler service
- All-inclusive care for your boiler
- PLUS All-Inclusive care for your central heating system
- Includes Parts and Labour
- Boiler replacement cover
- Unlimited call outs
- 24/7 availability
- Local engineers
- Full system survey
- No call out fee
- No excess

- Annual boiler service
- All-inclusive care for your boiler
- PLUS All-Inclusive care for your central heating system
- PLUS All-Inclusive care for your plumbing & drains
- Includes Parts and Labour
- Boiler replacement cover
- Unlimited call outs
- 24/7 availability
- Local engineers
- Full system survey
- No call out fee
- No excess

All prices include VAT @ 20%

What our customers say about us:

Brenda Roberts: Fabulous customer service, great team.

Jason Lockwood: I can't recommend these guys enough! Truly excellent service. Boiler went and they pulled out all the stops to get us up and running again within a few days (had to order parts) Really friendly, tidy and competitive service. So impressed. Thanks!

What's Included in your cover?

- **Basic** Everything inside the case of the boiler
- **Popular** Everything inside the case of the boiler plus; visible pipework, radiator valves, heating wiring and controls, programmers, room stats, cylinder stats, wiring centres, central heating pumps, expansion vessels, motorized valves, hot water cylinder (up to 240ltrs), cold water storage tanks.
- **Ultimate** Everything from Basic & Popular plus; radiators, visible pipework, leaking or faulty kitchen and bathroom taps, leaking or faulty outside taps, faulty mains water stop cocks, faulty washing machine valves and hoses (washing machine installation not covered), faulty waste pipework including traps on baths, sinks, basins and showers, faulty W/C fill valves, syphons, dump valves, handles and standard fixing kits, internal pipework blockages including toilet and basins (not external drainage).
- **Parts and labour included** for all relevant repairs (parts used will be at our discretion and any replacements will be for standard items)
- **Unlimited free call outs 24 hours a day 7 days a week.** If you have a concern, we will not ignore it.
- **Boiler Replacement (Popular & Ultimate only):** should after 12 months from the initial contract date, your boiler become beyond economical repair (BER), we will - at our discretion – fit a new boiler to the same or similar specification of our choosing (please see exclusions). The replacement of the boiler includes the cost of the boiler and installation but does not include the cost of any upgrades required to your heating system that you may either request, or which is required by legislation, or the cost of moving the boiler. We will not pay the costs of another installer replacing the boiler, provide a cash alternative or provide a discount against the cost of a replacement boiler by another installer. If your boiler is replaced for new, you will be required to enter a new 12-month period contract as soon as your original contract expires, otherwise you will become liable for the full cost of the boiler replacement.
- **Annual boiler service or gas safety inspection** (landlords only). This will usually be carried out during normal working hours (Monday – Friday 8 am to 5 pm). We will not be obliged to carry out a service outside of this period as breakdown calls will be given priority.
- **No Excess to pay and no call out fees to pay**

Definitions

- **You/Yours:** The customer
- **Us/We/Ours:** Heatwize plumbing and heating
- **Wize Cover:** An annual boiler service agreement with free maintenance repairs
- **Boiler:** Combination, system or heat only. Everything inside the boiler case.
- **Central Heating:** Central heating boiler, gas supply from boiler isolation valve to the boiler, pump, motorised control valves, radiators and valves, cylinder and room thermostats, temperature, time and pressure controls, hot water cylinder, related pipe-work, feed and expansion tank
- **Plumbing:** Basin, sink and bath taps and waste, w/c handles and waste, outside tap, stopcock, internal drainage

Terms and conditions:

- We do not offer insurance. Our Service agreements cover your annual boiler service with free all year-round repairs to your entire heating and plumbing system (depending on choice of Wize Cover) throughout your 12-month contract period, so long as the agreed monthly payments are made.
- You will be expected to enter a 12-month contract period with us, making regular monthly payments. If you default on your monthly payments, our service agreement will cease until we recoup any missed payments.
- This service agreement covers the Sussex Area ONLY
- Qualifying onto any of our three Wize Cover plans is at our discretion and the final decision as to whether we take you onto the plan is made by us
- Contract period is for a minimum of 12 months and will renew automatically after the 12-month period, for a further 12 months, unless written notice tells us otherwise.
- 28 days' notice in writing is required for any cancellation, prior to the end of the 12-month contract.
- In the event of cancellation of the contract within 12 months of its start date or renewal date, we reserve the right to charge, at standard rates, for any work carried out or costs accrued during the 12-month contract.
- All contracts will be reviewed annually.
- Payment should be made monthly on the 1st of every month by direct debit.
- The Contract remains valid if payment is continued and remains subject to termination by appropriate notice from us or the customer.

- By accepting you onto our Wize Cover, this does not imply that your system is installed to the relevant standards. We will not accept any responsibility for any inadequacy arising from the original design or installation.
- If a system is incorrectly installed or unfit for use on inspection, we reserve the right to terminate the Contract until remedial works have been completed.
- Our Wize Cover is specific to the system/appliances installed in your property at the commencement of the Plan. Should these be changed during any 12-month contract period, we must be informed immediately in writing. We reserve the right to terminate your Wize Cover, 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 Wize Cover without notification to us, we reserve the right to charge in full for any call outs and parts/labour 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 sourcing parts by suppliers and should this occur, no compensation is payable. We may supply and fit replacement parts and components which we deem to be adequate but may not be the same as defective parts.
- If ownership of dwelling changes you shall retain the benefit of the Service Agreement so long as payments due are maintained and an inspection of your new property is undertaken within 1 week of you moving in. Refunds will not be available however for the unexpired part of the Contract.
- Replacement Parts and Components will only be fitted where old ones are beyond reasonable repair. Our decision is final as to the condition of components.
- There is a 14-day exclusion period from when your contract commences, for any call outs on our Wize Cover. No work can be carried out within that period. If a customer renews before the expiry of the Contract, the exclusion period does not apply after the first year of cover.
- Telephone calls may be recorded and monitored for training and security purposes. The price of calls may vary and calls from mobiles may be considerably higher. Please check with your operator for exact charges.

Standard Exclusions:

1. Any inadequacy attributing to original installation or design of the system.
2. We will not be held responsible for consequential damage or loss occurring because of a defect in the central heating system unless attributable to our negligence. If attributable to our negligence, notification by customer must be given in writing with full details within fourteen days of the incident, and we will undertake repairs that we deem adequate to rectify safely.
3. Any damage due to the failure of water, gas or electricity supply.
4. As boilers and systems 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 within our agreements. A charge will be made for any recurring call outs relating to noisy systems, chargeable at our current standard & weekend rates.
5. Boiler Replacement: should we need to change your boiler for new, you will be required to enter a new 12-month contract with us. If you fail to make the monthly contracted payments for the full 12 months following replacement, you will become liable for the full cost of the new boiler installation plus boiler and parts immediately.
6. 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 emergency access.
7. Any work including de-scaling that may arise due to hard water scale deposits or aggressive water supply is not covered. However, we will check for sludge or possible debris build up during the site survey and if suspected, we will advise you to have a chemical flush (£300 plus vat) prior to coming onto the plan)
8. Mechanical breakdowns due to sludge build-up within the system if a chemical flush has not been performed by us prior to coming onto the plan, despite our advice to do so. Removal of products of corrosion from within the system.
9. Any damage or defect caused by lightning, explosion, flood, storm, tempest, fire, impact or other extraneous causes. Any defect caused through negligence, misuse, third party interference or malicious or wilful action.
10. Any adjustment of time and temperature controls, battery replacements, bleeding radiators or pressurizing sealed systems and relighting pilot lights. (unless at our discretion)
11. The fabric of the building and any pipework including flues buried in it are not covered and will be charged at our standard rates.
12. Any building work required for the investigation of faults and/or following repair.
13. We will not replace faulty showers, shower trays, shower enclosures, w/c's, basins, sinks, vanity units or baths (no sanitary wares)

14.

Any visible faults present at the time of signing the initial contract will be brought to the customers attention and will be reported within their contract as to how to progress. Work may be required before we can take you onto our agreements.

15. Any call outs deemed to have been pre-existing to the commencement date of the agreement but were not detected during our inspection visit, will not be covered and may incur a charge for the call out and any parts required, at our current rates, variable to the day and time of the call out. This will be discussed with you by the engineer on site.

16. Replacement of flues unless during a new boiler installation. The replacement of decorative parts. Consumer durables (e.g. batteries, filters, seals, gaskets, inhibitor, fuses, oil nozzles and igniter's) unless at our discretion.

17. 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, prismatic, custom made cylinders, un-vented cylinders and thermal stores, underfloor heating systems and/or specialist heating. Radiant and glass fronts on back boiler fires. This list is not definitive.

18. Cylinders with a volume greater than 40 gallons or 240 litres and boilers with a heat output greater than 42 kilowatts and pipework greater than 28 mm diameter are not covered.

19. 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.

20. 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 staff including verbal or physical abuse. We will not recommence work until the Health and Safety risk has been rectified to our satisfaction or we will insist on removal from our agreement plan with no refund of any payments made.

21. For new Customers only: boilers that require specialist work such as; Ideal Istor, Chaffoteaux Britany Combi, Servowarm: Savannah, Select, Sorrento, Supreme, XLF, Saxon and Elite models, all Gledhill and Ferroli models; Elson tanks, thermal storage units (e.g. Gledhill Boilermate and or Potterton Powermax and HE models) or their controls; separate gas heaters providing hot water; warm air heating system; under floor heating and its associated pumps and controls; fan convector heating; heated towel rails; dual-purpose boilers (e.g. AGA, Rayburn); combined heat and power systems; sludge/scale/rust within the system or damage caused by any other chemical composition of the water unless we are aware of this during our survey; any other gas appliance (with the exception of gas fires forming part of a back boiler); any part of the boiler and/or central heating system which is not possible for the engineer to work on safely; venting of radiators; repairing or a like for like replacement of a

non-standard radiator; in the event that a replacement is required to resolve a breakdown, our choice of parts will be fitted; solid fuel heating systems; electrical heating systems; gas supply pipe that is more than 35mm in diameter and/or made of steel; the gas supply pipe before the meter (because it is the responsibility of the National Grid); any other appliance connected to the gas supply pipe

If you would like to know any more information regarding our available Wize Cover, please do not hesitate to get in touch

[Contact us](#)

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Out of hours emergencies: 07515446009 (please mention you are a Wize Cover customer)

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