

# Nunn Plumbing & Gas Services Ltd Home Care Protection Plan T&Cs and Pricing

## Plan Options

### **Bronze Plan**

- **Pricing:** £12.99 per month or £155.88 per annum
- **Includes:**
  - Initial inspection
  - Annual boiler service
  - Central heating water quality test
  - Inhibitor top-up (if required)
  - Boiler parts and labour

### **Silver Plan**

- **Pricing:** £15.49 per month or £185.88 per annum
- **Includes:**
  - Initial inspection
  - Annual boiler service
  - Central heating water quality test
  - Inhibitor top-up (if required)
  - Full central heating service
  - Boiler parts and labour

### **Gold Plan**

- **Pricing:** £23.49 per month or £281.88 per annum
  - **Includes:**
    - Initial inspection
    - Annual boiler service
    - Central heating water quality test
    - Inhibitor top-up (if required)
    - Full central heating service
    - Boiler parts and labour
    - Plumbing parts and labour
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# Home Care Protect T&Cs

## 1. Scope of Contract

1.1. Nunn Plumbing And Gas Services Limited will provide the level of cover described within the "Plan Summary" below. An initial inspection of the boiler and/or heating and plumbing system will be required before any service plans can commence, for example, if the boiler has not been serviced within the last 12 months or longer. If an initial service of the appliance or remedial work on the heating/plumbing system is required up front, this will be chargeable.

1.2. This contract is strictly a maintenance contract and is not an insurance policy.

1.3. This plan is intended for domestic boilers, heating, and plumbing systems at residential properties only.

## 2. Plan Summary

### 2.1. Bronze (Single gas appliance cover)

- **What the service includes:**

- Maintenance and repair of the domestic gas central heating boiler at the property.
- One initial inspection, comprising a site visit to inspect the appliance.
- One annual service of the gas boiler.
- A central heating water quality test (inhibitor top-up if required).
- Unlimited call-outs throughout the year (no excess).
- All parts, labour, and repairs to the boiler.

- **What is not included:**

- Repairs to the heating system, radiators, pumps, valves, or heating controls.
- Repairs to hot water storage cylinder, cold water feed tanks, plumbing system, buried pipework, or any part of the system that is not readily accessible.
- Replacement of boilers 5 years old or older.
- Repairs to any boilers where spare parts are not readily available.

### 2.2. Silver (Single gas appliance, central heating system, and controls)

- **What the service includes:**

- Maintenance and repair of the domestic gas central heating boiler, central heating system, and controls, including pipework, pumps, and valves connected to the heating system at the property.
- One initial inspection, comprising a site visit to inspect the appliance.
- One annual service of the gas boiler and heating system.
- A central heating water quality test (inhibitor top-up if required).
- Unlimited call-outs throughout the year (no excess).
- All parts, labour, and repairs to the boiler and heating system.

- **What is not included:**

- Repairs to hot water storage cylinder, cold water feed tanks, plumbing system, buried pipework, or any part of the system that is not readily accessible.
- Replacement of boilers 5 years old or older.
- Repairs to any boilers where spare parts are not readily available.

### **2.3. Gold (Boiler, controls, heating system, internal plumbing, and waste)**

- **What the service includes:**

- Maintenance and repair of the domestic gas central heating boiler, central heating system, and controls (including pipework, pumps, and valves connected to the heating system), as well as the plumbing system at the property.
- One initial inspection, comprising a site visit to inspect the appliance, heating, and plumbing systems.
- One annual service of the gas boiler and heating system.
- A central heating water quality test (inhibitor top-up if required).
- Unlimited call-outs throughout the year (no excess).

- **What is not included:**

- Repairs to external drainage (above and below ground) or guttering systems.
- Replacement of hot water cylinders and cold water feed tanks if over 7 years old.
- Replacement of boilers 5 years old or older.
- Buried pipes or pipework or any part of the system that is not readily accessible.
- Repairs to any boilers where spare parts are not readily available.

### **3. General Exclusions for All Policies**

- Pre-existing design or installation faults.
- Underfloor heating and controls.
- Damage caused by weather or freezing.
- Repair or replacement of the boiler should the engineer determine that it is beyond economical repair or if new manufacturer-approved spare parts are not available for boilers 5 years old or older.
- Damage caused by magnetite (sludge), scale, or other debris in the central heating system or boiler.
- Power or chemical flush.
- Damage arising as a result of disconnection from or reconnection to, or interruption of the gas, electricity, or mains water supply in or to the property.
- Repair or replacement of radiators over the age of 15 years.
- Boilers over 45kW or deemed commercial boilers by the manufacturer.
- Steel or iron pipes or pipework linked to the plumbing, heating, or gas systems.
- Any silicone seals, i.e., shower, bath, kitchen sink, etc.