

BoilerCare

By Ecotec Construction

TERMS & CONDITIONS

This document contains information on what's covered and not covered on your **BoilerCare**, **BoilerCare Plus**, **BoilerCare Premium** or **BoilerCare Platinum** subscription plan, what to do if you want to make a **claim**, **change** or **cancel** your agreement, and how to make a **complaint**.

Useful Contacts

Phone - **01689 452 482** WhatsApp – **Scan the QR code**

Email – **office@ecotecrenewables.co.uk**



Understanding our terms & conditions

By 'we', 'us', or 'our', we mean Ecotec Construction (which is a trading name of Ecotec Renewables Ltd) as the provider of the services for your non-insurance subscription plan.

By 'you' or 'your', we mean the person(s) named on your statement, plus the people who normally live in your home, including any tenants. Only the person(s) named on the statement, or an authorised contact can amend or cancel the agreement.

How to make a claim on your subscription?

If a problem occurs at your property which you think is covered by your BoilerCare subscription plan, contact us on 01689 452 482 or message our Ecotec Construction BoilerCare WhatsApp as soon as possible. We may talk you through a simple set of fault finding questions over the phone, but otherwise we will send an engineer to assess your issue at the soonest opportunity and make a repair in line with your subscription terms and conditions.

Issues must be reported by you or a person calling on your behalf. We will not be able to cover the costs of any works carried out by persons not authorised by us in advance.

Any issues that arise before the 14 day exclusion period are not covered. If it's not an emergency and you are not sure if an issue is covered by your subscription plan, you can message us via WhatsApp 24/7 to check or refer to

this document. If your issue is not covered, we will offer you a quote for the requested works. If it is an emergency and the issue is not covered by your subscription plan, we will need to charge a standard callout charge of £75+VAT for the first hour and £30+VAT per hour thereafter, plus any material costs. We will let you know if it's covered or not before carrying out the work. We should be able to do this over the phone, but if we can't ascertain if it's covered over the phone, our engineer will let you know when they have assessed the issue on site.

How to change your subscription?

Your subscription plan can be changed via your customer portal which can be accessed via our website at www.ecotecconstruction.co.uk. You can upgrade your plan once per annum, and upgrading to a higher level subscription plan will require a site visit to establish if your home is eligible for cover. You may downgrade your subscription plan as many times per annum as you wish.

How to cancel your subscription?

You can cancel your subscription at any time messaging us on our Ecotec Construction BoilerCare WhatsApp from your registered phone number, or by emailing office@ecotecconstruction.co.uk from your registered email address. Your registered email address and phone number are those that you signed up with, you can find out what phone number and email address you signed up with via your customer portal which can be accessed via our website at www.ecotecconstruction.co.uk.

Illustration of Your Home's Components

Boiler & Controls

Central Heating System

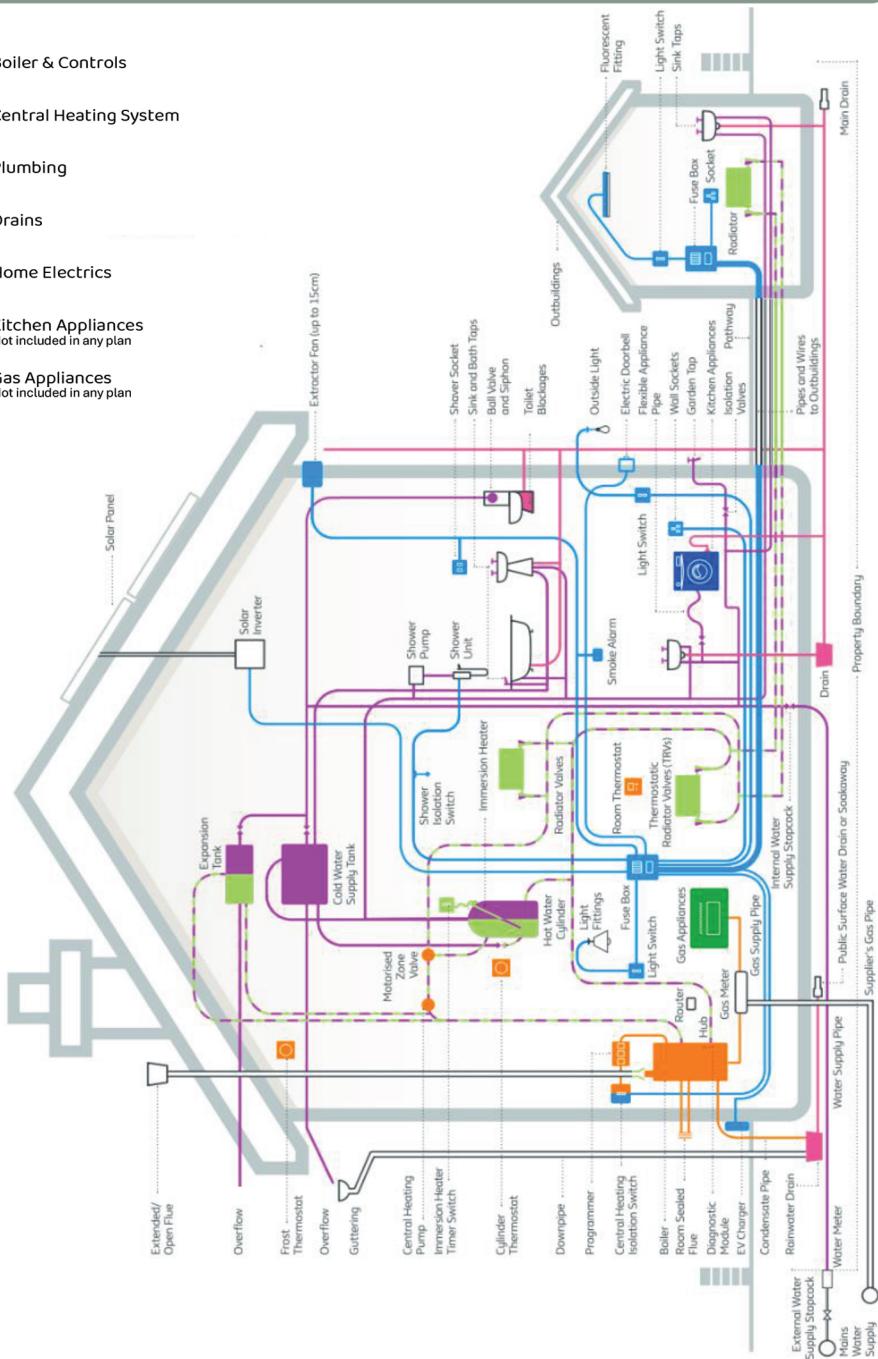
Plumbing

Drains

Home Electrics

Kitchen Appliances
Not included in any plan

Gas Appliances
Not included in any plan



Our Subscription Plans

	Subscription Features					
	Annual Service	Boiler & Controls	Central Heating	Plumbing	Drains	Home Electrics
BoilerCare	✓	✓	✗	✗	✗	✗
BoilerCare Plus	✓	✓	✓	✗	✗	✗
BoilerCare Premium	✓	✓	✓	✓	✓	✗
BoilerCare Platinum	✓	✓	✓	✓	✓	✓

Landlords must select the landlord option of their chosen subscription plan. Landlord plans incur an extra cost per month than the equivalent standard homeowner plan.

*Replace only applies on boilers installed by us within 10 years of installation, which have also been serviced annually by us.

All of our subscription plans include –

All Parts & Labour

For works covered under your subscription plan

Unlimited Repairs

Zero excess to be paid for callouts and repairs*

£1,000 Access Fund

Up to £1000 inc VAT to gain access and make good*

Annual Gas Service

To keep your boiler running safely and efficiently

*If related to a problem that's covered on your subscription plan.

What's covered?

- ✓ An annual gas service to make sure it's running safely and efficiently.
- ✓ All repairs to a single natural gas boiler installed at the registered address.
- ✓ Replacement or repair of the flue and its parts if accessible and not within the building fabric.
- ✓ Replacement or repair of your boiler's controls including programmers, timers, thermostats and motorised valves.
- ✓ Replacement of your boiler within 10 years of installation if it was installed by us and has been serviced annually by us.
- ✓ 10% off a powerflush of your central heating system worth £450+VAT if our engineer recommends it to protect your central heating system.
- ✓ Replacement of the gas supply between your gas meter and your boiler if we can't repair them and they're accessible.

What's not covered?

- ✗ Any faults within the first 14 days of your first subscription payment date.
- ✗ Any damage caused by limescale, sludge or debris if we've recommended a powerflush or other repairs and you haven't done so.
- ✗ Any repairs required outside of your boiler system, including but not limited to taps, showers, general plumbing, drains, leaks not from your boiler.
- ✗ Underfloor heating pipe and controls.
- ✗ Adding inhibitor or other chemicals to your heating system, unless we removed it.
- ✗ Replacing batteries in your heating controls.
- ✗ Heat pumps and their controls.
- ✗ Steel gas supply pipes and gas pipes which are not visible or accessible.
- ✗ Boilers which supply swimming pools, and their associated controls including pumps.
- ✗ Your cover may be voided if you have not had your boiler serviced annually.
- ✗ Repairs or damage caused by design faults in systems that were not installed or carried out by us.
- ✗ Replacement of hidden pipes.

BoilerCare Plus

What's covered?

- ✓ Everything that's covered on the standard BoilerCare subscription
- ✓ 25% off a powerflush of your central heating system worth £450+VAT if our engineer recommends it to protect your central heating system.
- ✓ Replacement or repair to your central heating system including –
 - Expansion tank
 - Radiators and radiator valves
 - Central heating pumps
 - Cylinders and immersion heaters

What's not covered?

- ✗ Any faults within the first 14 days of your first subscription payment date.
- ✗ Any damage caused by limescale, sludge or debris if we've recommended a powerflush or other repairs and you haven't done so.
- ✗ Any repairs required outside of your boiler and central heating system, including but not limited to taps, showers, general plumbing, drains, leaks not from your boiler or central heating.
- ✗ Underfloor heating pipe or pipe buried in concrete.
- ✗ Replacing batteries in your heating controls.
- ✗ Heat pumps and their controls.
- ✗ Steel gas supply pipes and gas pipes which are not visible or accessible.
- ✗ Boilers which supply swimming pools, and their associated controls including pumps.
- ✗ Your cover may be voided if you have not had your boiler serviced annually.
- ✗ Repairs or damage caused by design faults in systems that were not installed or carried out by us.
- ✗ Replacement of hidden pipes.

BoilerCare Premium

What's covered?

- ✓ Everything that's covered on the BoilerCare Plus subscription
- ✓ Repairs to the plumbing system in your home and outbuildings
- ✓ Unblocking and repairing your drains and waste pipes
- ✓ Repairs to leaks
- ✓ 5% off gas and plumbing works which are not covered by your subscription such as bathroom refurbishments up to £150 before VAT.

What's not covered?

- ✗ Any faults within the first 14 days of your first subscription payment date.
- ✗ Any damage caused by limescale, sludge or debris if we've recommended a powerflush or other repairs and you haven't done so.
- ✗ Underfloor heating pipe or pipe buried in concrete.
- ✗ Replacing batteries in your heating controls.
- ✗ Heat pumps and their controls.
- ✗ Steel gas supply pipes and gas pipes which are not visible or accessible.
- ✗ Ponds, fountains, water features, irrigation systems, swimming pools, and their associated controls including pumps, the boilers and pipes which supply them.
- ✗ Your cover may be voided if you have not had your boiler serviced annually.
- ✗ Repairs or damage caused by design faults in systems that were not installed or carried out by us.
- ✗ Replacement of hidden pipes.
- ✗ Water softeners, water filters and showers if we cannot repair.
- ✗ Frozen pipes if there is no damage apart from the need to defrost them.
- ✗ Any pipe outside of the home or outbuildings.
- ✗ Replacement of parts to plumbing and drainage outside of the BoilerCare Premium plan.
- ✗ Gutters and rainwater pipes including soakaways.
- ✗ Septic tanks, macerators, cesspits, drainage pumps and treatment parts.
- ✗ Cleaning and descaling your drains.
- ✗ Shared drains
- ✗ Excavating or access which is a risk to your foundations or the structural integrity of your home or outbuildings.

BoilerCare Platinum

What's covered?

- ✓ Everything that's covered on the BoilerCare Premium subscription.
- ✓ Repairs to the mains electrical system and fixed wiring including lights, sockets, switches etc.
- ✓ Unlimited callouts to loss of power.
- ✓ Replacement of standard electrical parts that we can't repair such as sockets, switches and standard lights fittings.
- ✓ 10% off electrical works which are not covered by the plan such as consumer unit replacement and improvements to your electrical system up to £150 before VAT

What's not covered?

- ✗ Everything that's not covered on the BoilerCare Premium subscription.
- ✗ Any electrical appliances including but not limited to cookers hoods, electric radiators, ovens, hobs, solar panels, inverters, burglar alarms and camera systems.
- ✗ Any issue that was present before you entered into your BoilerCare subscription.
- ✗ Electrical supply cable and any devices before and including your meter.
- ✗ Complete or partial rewires.
- ✗ Any work that we notice is required to bring your installation up to regs, if we didn't fully rewire your electrical system. E.g. a common issue we find is lack of equipotential bonding to your gas or water supply.
- ✗ Replacement consumer units/fuseboards.
- ✗ Any appliance or device that has to be plugged in.

What if you change your address?

Your address is tied to your subscription, so if you move address, then you can cancel your subscription and start a new subscription under your new address. This will be subject to a new assessment.

What if you miss a payment?

We will contact you to let you know that your payment has not gone through and give you time to amend this. If you miss payments, you may not be covered for the months that you miss and we reserve the right to cancel your subscription. Before your annual gas service is due you must be up to date on all payments.

What if we cancel your subscription?

We will inform you in writing and refund your subscription fee for that month.

Who is eligible for a subscription?

Your subscription is subject to an assessment by one of our engineers. If we decide that any of the installation that you've subscribed to be covered is not up to scratch, we retain the right to cancel and refund your first subscription payment, or exclude in writing the part of the installation which we won't cover. After explaining to you why, we may also downgrade you to a cheaper subscription plan. For example, if you subscribe to the BoilerCare Platinum

plan, but we can't cover your electrics due to the quality or age of the installation, we may downgrade you to the BoilerCare Premium plan.

How to make a complaint?

If you're not happy with the service you've received, you can contact us via phone, email or WhatsApp and we will endeavour to solve your issue as soon as possible.

Who are our engineers?

We are a small building company and all of our staff are in-house. If you have an issue, we won't subcontract to another company. Instead, one of our plumbers, gas engineers or electricians will attend to solve your issue.

Visiting you

If we didn't install your boiler, we will carry out an annual gas service at the start of your subscription. If we installed your boiler, but you haven't kept up with your annual gas service and don't have records for each gas service, we will carry out an annual gas service at the start of your subscription. Not having an annual gas service history on an existing boiler will void our boiler replacement agreement.

If you have purchased a BoilerCare Plus, Premium or Platinum plan then we will also need to carry out an assessment at the start of your subscription. This may involve separate visits from a plumber, gas engineer and electrician. Refer to '**Who is eligible for a subscription**' for more information.

After your initial service, we will contact you a few weeks before your annual gas service is due to book in a visit. Your gas service should take less than a couple of hours and will need to be booked in to take place between 9am-5pm, Monday to Friday.

Landlord Permissions

If you are a landlord providing cover for one of your properties, you may grant your tenant or letting agent permission to arrange visits on your behalf by sending an email to office@ecotecrenewables.co.uk or WhatsApp message to our Ecotec Construction BoilerCare WhatsApp. The email or message must contain the tenant or letting agents name, phone number and email address. It is the responsibility of the tenant or letting agent to pass on any information or advice that the engineer relays to them.

Granting tenants permission to contact us also gives them a 'right to proceed' in the event of an emergency which is not covered. If your tenant or letting agent who has been granted permission to contact us to arrange a visit, contacts us with an emergency and the repair is not covered by your subscription then we will endeavour to contact you to request permission to make safe, which will be charged at our standard callout rate. If we cannot contact you and the situation is unsafe for the tenant, then we will make safe and send an invoice afterwards. For any works which are not an emergency and are not covered, we will send an quote which will need written confirmation from you before work commences.

If you (the landlord or a letting agent) have arranged a visit to a property with a tenant, then you must give the tenant the appropriate notice and ensure

that access can be gained. If a visit has been arranged and access cannot be gained then we may charge a £20+VAT fee to cover travel time.

Response Times

Emergency – We will aim to be with you within 24 hours. An unsafe situation, or a situation causing or at risk of causing excessive damage to property. Loss of heating during winter.

Priority – We will aim to be with you within 48 hours. No heating or hot water.

Standard – We will aim to be with you within 72 hours. Depending on the nuisance caused this could extend to 5 days. All other callouts.

Price Changes

We will contact you 2 months before any price change where you will have the right to cancel if you do not agree. We will not schedule an annual price rise.

Making Good

If we need to gain access, then any holes we make in ceilings and walls will be filled with filler proud of the surface as part of your subscription. You or your decorator will then need to then sand down this filler once dry and repaint.

Exclusions

- Those exclusions mentioned in your subscription summary above under the heading 'What's not covered?'
- Non-domestic premises.
- Pre-existing faults that we couldn't have reasonably known about beforehand.
- Works or damage caused by someone else as a result of works being carried out to the property.
- Replacement of curved or designer radiators. Replacement to standard radiators only, unless the replacement is supplied by you.
- Deliberate damage or misuse.
- External stopcock and water supply pipe.
- Damage caused by the external water, gas or electrical supply.
- Extreme weather, flooding, structural issues, escape of water, fire and explosions.
- Communications cables, or any internet connection or radio signal to a device.
- Loss or damage to property, and cleaning (outside of our obligation to clean any mess that we make while working).
- Improvements. Subscription plans include repair or replace only. We may provide a verbal or written quote for any improvements you request.
- Replacement of hidden pipes. Repair only.
- Steel or iron pipes. Lead or non-PVC cables.

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Useful Contacts

Phone - **01689 452 482**

24/7 WhatsApp – **Scan the QR code**

Email – **office@ecotecrenewables.co.uk**

Website – **ecoteccconstruction.co.uk**



To **cancel** or **change** your subscription, or to access **receipts** for all your payments, visit your **customer portal** on our website.

Your payment will show on your bank statement as '**BOILERCARE**', '**ECOTEC**' or '**ECOTEC CONSTRUCTION**'.

Ecotec Construction is a trading name of Ecotec Renewables Ltd.