



# QUARRYBANK P L U M B E R S

*YOUR BOILER CARE PLAN*



*QUARRYBANKPLUMBERS.COM*



*01625 462 927*



*info@quarrybankplumbers.com*

# ABOUT US

**WE PROVIDE OUR BOILER CARE PLANS THROUGHOUT CHESHIRE AND GREATER MANCHESTER.**

Quarrybank Plumbers are Cheshire's boiler experts. We are a team of Gas Safe plumbing and heating engineers with over 30 years of experience in the industry.

We are Worcester Bosch accredited installers and accelerator partners. We specialise in Natural Gas and LPG.

Our engineers have extensive knowledge which covers all aspects of heating and plumbing and regularly upgrade their skills to provide our customers with the best heating product and valid advice.

Our high quality work is acknowledged by our customers via 5 star reviews on Google, Trustpilot and Yell.

We are offering you this Boiler Care Plan to provide your household with security and yourself with peace of mind.

Safety for both our customers and staff is our highest priority, with this you can check our registration details with gas safe register (633165)



# OUR PLANS OVERVIEW



**BOILER  
HEALTH  
CHECK**



**ANNUAL  
BOILER  
SERVICE**



**PRIORITY  
CALL  
OUT**



**ACCREDITED  
&  
REGISTERED  
INSTALLERS**

Our Boiler Care plans start from as little as £9.99+VAT per month. That's less than 43 p per day and ensures that you have our priority response when you need us. For such a small investment you know your household is protected. Often being left without heating or hot water can put a huge strain on family life, and waiting for availability from the heating companies can cause quite a bit of stress. For such a small monthly fee, you can greatly reduce that risk.

The minimum agreement period for any of our care plans is **12 months**, this is from the date of the 1st payment taken from your bank account. Thereafter, your care plan will be reviewed every year to ensure that it meets our minimum requirements, this is normally based upon the age, condition, and availability of parts for the boiler.

PLAN OVERVIEW

| PLANS     |                           | YOUR CARE PLAN FEATURES |                |                     |                |                   |                 |                   |                  |          |
|-----------|---------------------------|-------------------------|----------------|---------------------|----------------|-------------------|-----------------|-------------------|------------------|----------|
| Care Plan | Residential Gas Per Month | No Excess               | Boiler Service | Boiler Health Check | Remote Support | Priority Call Out | Boiler Controls | & Central Heating | Loyalty Discount | Plumbing |
| Bronze    | £9.99 + vat               | ✓                       | ✓              | ✓                   | ✓              | ✓                 | ✗               | ✗                 | 5%               | ✗        |
| Silver    | £29.99 + vat              | ✓                       | ✓              | ✓                   | ✓              | ✓                 | ✗               | ✗                 | 5%               | ✓        |
| Gold      | £49.99 + vat              | ✓                       | ✓              | ✓                   | ✓              | ✓                 | ✓               | ✓                 | 10%              | ✓        |

## WHY YOU NEED A BOILER CARE PLAN

### BOILERS CAN BE EXPENSIVE TO REPAIR

We touched on this point above, but it's crucial to understand that repairs can be very expensive and a lot of the time is an unplanned household expense that can be avoided or minimised.

### PROVIDES PEACE OF MIND

When you are paying your monthly care plan amount, you are "buying" yourself the peace of mind that comes from knowing you are covered in the event of a future problem.

### KEEP YOUR BOILER OPERATIONAL & SAFE

As our plans include an annual boiler service, they will help to ensure that your boiler remains operational throughout the year, which in most cases is the manufacturer requirement in order to honour the guarantee period. It will also help to keep your family or business safe by having the regular check ups.

### SAVINGS

In the event that you don't have a care plan and need to call out an emergency engineer, call out rates can vary and they are hardly ever included in the household's monthly budget.

# CARE PLAN PROCESS

We aim to make the process of obtaining the right care plan for your home or business as easy as possible. We encourage both home and business owners to consider this process in spring or early summer. This will mean that any additional requirements can be actioned before the winter months starts.



## **Survey for care plan**

Our gas engineer will come to your property and survey your boiler and heating system.



## **Additional works required**

We may instruct you that chargeable work is required on your boiler or heating system before the care plan can commence.



## **Agreement**

Once we have prepared your agreement, we will send it to you for signing. The agreement will have instructions for a Direct Debit to ensure you do not miss any payments. Your agreement will be reviewed annually to ensure it meets yours and our criteria.



## **Annual boiler service**

Our office will make contact with you to arrange a convenient time to get your boiler serviced.

The purpose of a boiler survey will provide our engineer with a list of vital information on the current health & condition of your boiler & heating system.

It is important that the boiler service meets our criteria for care plans. If not, we will report this back to you and offer you solutions to rectify this.

## NEVER MISS A BOILER SERVICE EVER AGAIN

## WHY WE NEED TO PERFORM A BOILER SURVEY

We understand that most of our customers lead busy lifestyles which often leads to missing the deadline for boiler service.

There are numerous consequences for not servicing a boiler annually, one of them being a part of manufacturer requirements for maintaining guarantee/warranty.

We want to prevent this from happening hence our office will contact you every year, around the same period.

# YOUR ANNUAL BOILER SERVICE

Your care plan incorporates a provision for an annual gas boiler service by Quarrybank Plumbers. The service will be completed in accordance with the current gas safety (Installation & Use) regulations and the manufacturer's instructions for your boiler.

Please make sure that you have the manufacturer's instructions available for the engineer when he/she attends. We will need clear access to your boiler, so please ensure that any obstacles or items are removed so our engineer has a clear view of your boiler and surrounding pipework.

## WHAT IS INCLUDED IN YOUR BOILER SERVICE WITH QUARRYBANK PLUMBERS

- ✓ A visual inspection of the flue
- ✓ 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 the 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 all disturbed gas connections
- ✓ Carry out functional testing of heating and hot water
- ✓ A visual inspection of any other encountered gas appliances
- ✓ Written notification of any gas safety defects which may affect the safe operation of your appliances
- ✓ An assessment of your current heating controls and best practice advice regarding energy efficiency
- ✓ Heating controls and best practice advice regarding energy efficiency
- ✓ The servicing of a system filter (if there is already one in place). We will however not repair or replace a system filter.

## WHAT IS NOT INCLUDED IN YOUR BOILER SERVICE WITH QUARRYBANK PLUMBERS

- ✗ Any maintenance or remedial work that is not part of the boiler service

# OUR SUPPORT CONTACT DETAILS

In order to ensure that your boiler continues to work properly at optimum performance. You have access to our office support team who are available to help. You can reach them on 01625 462927, during the hours of 8-5pm Mon-Fri, Saturday 8-12 pm. During the out of hours calls, we will respond within 24 hours.

It is also recommended that you look at both our website and social media channels as we sometimes provide key information to common problems during the winter months.

Every year one of our customer support team from Quarrybank plumbers will contact you to arrange for a registered engineer to visit your home to service your boiler.

This is essential to ensure that your boiler continues to perform at its optimum level. It is also paramount as it will continue to validate your manufacturer's guarantee or warranty.

Our service engineer can also be of assistance in explaining how to use your boiler correctly and the boiler controls. Thereafter, future servicing will be arranged around this same period every year. We will of course work around your availability, but servicing is mainly done during 9 am - 5 pm Monday to Friday. Please note where possible, annual service visits will be scheduled for the summer months,



SUPPORT DETAILS

## ***YOUR SAFETY IS OUR HIGHEST PRIORITY***

Here at Quarrybank plumbers, we have a crucial role, that is the safety of both our customers and staff.

On the occasion that our service engineer finds that your boiler is unsafe (and, if relevant, it cannot be immediately repaired) they'll label it with a warning notice and it must not be used again until the fault has been corrected. This is extremely important for the safety of all those at the property.

## ***REMOTE SUPPORT***

As one of our care plan customers, you will receive the additional benefit of 'remote support'. Therefore, in the event that you encounter a problem, we may try to resolve the problem remotely.

This involves a representative from our experienced support team talking you through a step by step guide to resolve the fault. However, if we are unable to resolve the problem, we will schedule an onsite visit for one of our gas engineers to get your boiler working correctly again.

## ***HOME SERVICE VISIT***

When a home visit is required, we will organise a service engineer visit. Normal working hours are 9 am to 5 pm (except on public holidays) Monday to Friday.

We will require access to all relevant area's and our service engineers must be working in a safe environment. In the event of an emergency, our on-call engineers will attend to your home in the evening and during weekends.

Our engineers will identify themselves as Quarrybank plumbers and will have their relevant gas safe card or Quarrybank plumbers card that will be available for inspection if required by the homeowner.

## ***LANDLORD (CP12 CERTIFICATE)***

Our agreement is with the landlord, and therefore all communication will be with the landlord. With authorisation from the landlord, we can liaise directly with the tenant.

Once the annual service has been completed, then the CP12 certificate will be issued to the address of the landlord and a copy will be provided to the tenant.

# STANDARD TERMS FOR ALL PLANS

## THE PROCESS FOR COMPLAINTS

We are here to serve our customers with the best service and support possible. In the event you are dissatisfied with our services, in the first instance, contact our support team on 01625 462927.

You can expect a reply within 3 - 5 days once we have had the opportunity to fully investigate the complaint. You can also email your complaint to [info@quarrybankplumbers.com](mailto:info@quarrybankplumbers.com)

Should you wish to escalate this further after our response, you can ask the Consumer Ombudsman to review your case. They can be contacted at Consumer Ombudsman, PO Box 1263, Warrington, WA4 9RE.

Or by email at: [complaints@consumer-ombudsman.org](mailto:complaints@consumer-ombudsman.org) You should only refer a case to the Consumer Ombudsman after you have received a final decision on your complaint from us.

## YOUR REQUIREMENTS AS A SERVICE CARE PLAN CUSTOMER

- All information provided must be honest, true, factual and not misleading throughout the cover agreement
- Your boiler must have been installed, maintained and used in accordance with the manufacturer's instructions.
- If your boiler breaks down or malfunctions, you must take reasonable steps to limit damage, e.g. stop using it if this is likely to cause further damage.
- You must ensure that monthly amounts are paid on time and when due, continuous bounced payments will result in your plan being terminated.
- It is your responsibility to ensure that someone must be at your home when our engineer arrives and this person needs to be 18+ years old. In the event that our service engineer is not able to carry out the annual service or onsite visit because no one is home, you may be charged our standard call-out fee.



## IF YOU MOVE PROPERTY

As soon as you know that you are leaving your existing property, please let us know as we will need to update our records. We will contact the new homeowners at a later stage.

You may want us to carry on your service cover plan at your new property and we would be happy to arrange a home survey before we agree on the relevant cover plan for your new property.

## HOW TO CANCEL

In the event that you want to cancel your existing cover plan, please call our office on 01625 462927 (Monday to Friday 9 am - 5 pm) and we will talk you through the process.

In addition, you can also email our customer services team at [info@quarrybankplumbers.com](mailto:info@quarrybankplumbers.com) and we will reply with confirmation of your cancellation.

Please inform your bank to cancel your Direct Debit (or standing order) Instruction, but do not contact us first, we will not immediately cancel your plan. If you do wish to cancel, please contact us directly to avoid any communications regarding outstanding payments.

# OUR PLANS

**BRONZE - £9.99 + VAT PER MONTH**

**What's covered in your plan:**

Boiler efficiency check  
Remote support  
Annual boiler service  
5% loyalty discount on reactive works  
Priority call-out  
Assistance with boiler controls (during annual boiler service)

**What's not covered in your plan:**

Boilers with an age of over 12 years (It will be the discretion of Quarrybank plumbers) and or beyond economical repair  
Removing sludge or hard water scale from the boiler or heating system  
Damage caused by you or other persons  
Cosmetic damage that affects the appearance but not the function  
Consequential loss & normal insured risks  
The cost of repairs caused by freezing, subsidence, structural repairs, explosion, fire, lightning, accident, flood or storm  
The cost of damage caused by any utility companies (gas, electricity & water)  
Improvement works needed to bring the boiler or system to current standards  
Re-setting of controls, including clock, thermostats and wireless devices (unless done at the time of annual service)  
Any central heating works  
Any plumbing works

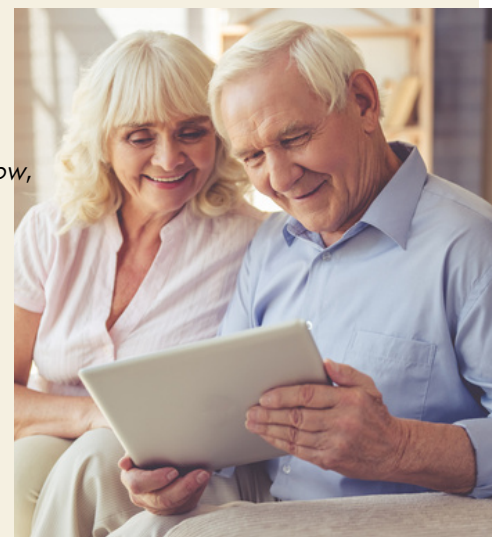
**SILVER - £29.99 + VAT PER MONTH**

**What's covered in your plan:**

Boiler efficiency check  
Annual boiler service  
Priority call-out  
Remote support  
5% loyalty discount on reactive works  
Assistance with boiler controls (during annual boiler service)  
Plumbing maintenance: hot water pipes, cold water pipes, cold water tank an overflow, ball cocks, syphons and valves, replacement of non-ceramic tap washers - applicable to households up to 2 toilets, ceramic tap washers, leaking taps (£50 fixed fee)

**What's not covered in your plan:**

Boilers with an age of over 12 years (It will be the discretion of Quarrybank plumbers) and or beyond economical repair  
Removing sludge or hard water scale from the boiler or heating system  
Damage caused by you or other persons  
Cosmetic damage that affects the appearance but not the function  
Consequential loss & normal insured risks  
The cost of repairs caused by freezing, subsidence, structural repairs, explosion, fire, lightning, accident, flood or storm  
The cost of damage caused by any utility companies (gas, electricity & water)  
Improvement works needed to bring the boiler or system to current standards  
Re-setting of controls, including clock, thermostats and wireless devices (unless done at the time of annual service)  
Any central heating works  
Household with more than 2 toilets - additional fee applies.  
Radiators





# OUR PLANS

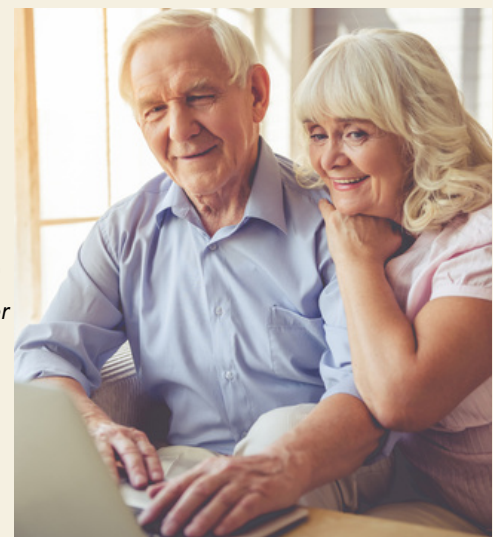
**GOLD - £49.99 + VAT PER MONTH**

## **What's covered in your plan:**

Boiler efficiency check  
Remote support  
Annual boiler service  
10% loyalty discount on reactive works  
Priority call-out  
Boiler repairs including labour & parts  
Assistance with boiler controls (during annual boiler service)  
Central Heating System, Inc. Pump, Radiator valves, Pipework & Control valves  
Standard Time clocks, Programmers, Room thermostats  
Repairs to gas pipework after the meter up to the boiler  
Repairs only to hot water cylinders and immersion heaters  
Hot and cold water pipes from the internal mains stopcock  
Replacing washers in taps  
Coldwater storage tank  
Leaking overflow pipes  
Standard ball valves and toilet syphon  
Pipes that have burst as a result of cold weather  
Waste pipes from sinks and baths  
Pipework to the shower  
Ceramic tap washers, leaking taps (£50 fixed fee)  
Standard time clocks programmers & room thermostats

## **What's not covered in your plan:**

All 'not covered' items listed in 'bronze and silver care plans'.  
Boilers with an age of over 12 years (It will be the discretion of Quarrybank plumbers) and or beyond economical repair  
Smart controls programmers  
Electric showers  
The cost of damage caused by any utility companies (gas, electricity & water)  
Repairing or replacing the mains cold water stopcock, water softeners, shower pumps and mixer valves, combined overflow and pop up waste mechanism, booster pumps, water filters, swimming pools, decorative garden features, rainwater pipes and guttering, macerators and electrical units for toilets  
Repairing or unblocking drains  
Showerheads or shower controls  
Cosmetic damage that affects the appearance but not the function



OUR PLANS

# OUR OTHER SERVICES

Here at Quarrybank Plumbers, we offer a range of heating and plumbing services. Our team of skilled and experienced engineers works hard to ensure that we constantly achieve 100% customer satisfaction.

Additionally, we welcome you to visit our Bathroom and Boiler showroom based in Wilmslow: Quarrybank Boutique, 19 Grove Street, SK9 1DU  
**Gas Safe registered**

You should never take the risk with gas and always should check that your engineer is registered with Gas Safe (633165)

## Our customer reviews

We know the importance of customer reviews, so that's why we are active in updating our platforms that include Google, Yell & Trustpilot.



- ✓ New boiler installation
- ✓ Boiler repairs
- ✓ Gas safety certificates
- ✓ All aspects of plumbing
- ✓ Bathroom design, installation and refurbishment
- ✓ Wall & floor tiling
- ✓ Landlord gas safety checks



# NEW BOILER INSTALLATION

Whether it's a regular gas boiler, combi boiler or system boiler, we provide a full survey and installation service. Contact us to discuss your requirements and a member of our experienced team will be happy to help.

Here at Quarrybank Plumbers, we specialise in the installation of boilers and renewable energy products from Worcester, using the latest technology available. Modern Worcester condensing boilers improve efficiency to over 90% which could save you a minimum of 30% per year on your home heating bills, which represents a big saving over the lifetime of your boiler.

As your local Worcester Bosch accredited installer, we can offer you a range of additional benefits that include up to 12 year guarantee on your new energy-efficient boiler.

Our Gas Safe engineers have a wealth of expertise in working on a range of different boiler brands and models.



# NEW BATHROOM INSTALLATION

If your bathroom needs a facelift, or if you're planning to create a new bathroom or simply install a new bathroom suite for old, then we can help and provide our expert services.

We can fit your new suite, add heated towel rails, fit both floor and wall tiling, and ensure that electrical installation is safe and secure, we can also install designer 'wet rooms' with the inclusion of underfloor heating.

Quarrybank Plumbers, are highly experienced in all aspects of bathroom fitting, we supply and fit bathrooms to suit all budgets and styles from budget installations or part makeovers through to wet rooms, easy access showers, and bespoke luxury suites, we offer supply and fit services at prices better than anybody on the high street or if you have already sourced your dream bathroom our fit only services are extremely competitive.



# CONTACT US



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