

Ignis Plumb Boiler Care Plans

Basic Care Plan – Terms & Conditions

Here are the details of your Basic care plan with Ignis Plumb Ltd.

WHAT'S INCLUDED

Your Boiler	Unlimited call outs (no diagnostic fee), Free annual basic boiler service and CP12
Priority Booking	We'll get out to you within 24hrs of the call (usually same business day)

WHAT'S NOT INCLUDED

Parts, Materials, New radiators taps etc.	Any parts or materials required for repairs, maintenance or system upgrades
Repairs	Any repairs required as a result of the diagnostic
Drainage	No cover for drainage issues.
Bathrooms	No cover for bath tubs, shower tray and screens, Basins, Bidets or Toilet pans and cisterns etc.
Deliberate damage/negligence	No cover for damages deemed to be caused deliberately or by tampering/DIY attempts.

PRICE BREAKDOWN

Total monthly breakdown of your cover per month

Total	£15.00 inc VAT
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Essential Care Plan – Terms & Conditions

Here are the details of your essential care plan with Ignis Plumb Ltd.

WHAT'S INCLUDED

Your Boiler	Unlimited call outs (no diagnostic fee), Free annual 'The Full Works' boiler service and CP12 certificate
Central heating (Reactive work)	Radiator valves, Zone valves, Thermostat and associated pipework (First hour of labour included)
Accidental damage	Nailed through pipe etc
Upgrades and planned work	Permanent 10% discount on all system upgrades or pre planned work.
Priority Booking	Urgent jobs attended to within 24hrs of the call (usually same working day)

WHAT'S NOT INCLUDED

Parts, Materials, New radiators taps etc.	Any parts or materials required for repairs, maintenance or system upgrades
Electrical work	No cover for electrical work (excluding central heating controls)
Drainage	No cover for drainage issues.
Bathrooms	No cover for bath tubs, shower tray and screens, Basins, Bidets or Toilet pans and cisterns etc.
Deliberate damage/negligence	No cover for damages deemed to be caused deliberately or by tampering/DIY attempts.

PRICE BREAKDOWN

Total monthly breakdown of your cover per month

Total

£24.00 inc VAT



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Premium Care Plan – Terms & Conditions

Here are the details of your premium care plan with Ignis Plumb Ltd.

WHAT'S INCLUDED

Your Boiler	Unlimited call outs (no diagnostic fee), Free annual 'The Full Works' boiler service and CP12 certificate
Central heating (Reactive work)	Radiator valves, Zone valves, Thermostat and associated pipework (First hour of labour included)
Plumbing (Reactive work)	Water storage cisterns/Tanks, Taps, Toilet flush and fill mechanism, Showers, Baths, isolating valves and associated pipework (First hour of labour included)
Accidental damage	Nailed through pipe etc
Upgrades and planned work	Permanent 20% discount on all system upgrades or pre planned work. (Labour only)
Drainage	Sink, Toilet and drain blockages (substantial blockages may incur extra charges)

WHAT'S NOT INCLUDED

Parts, Materials, New radiators taps etc.	Any parts or materials required for repairs, maintenance or system upgrades
Electrical work	No cover for electrical work (excluding central heating controls)
Bathrooms	No cover for bath tubs, shower tray and screens, Basins, Bidets or Toilet pans and cisterns etc.
Deliberate damage/negligence	No cover for damages deemed to be caused deliberately or by tampering/DIY attempts.

PRICE BREAKDOWN

Total monthly breakdown of your cover per month

Total	£44.04 inc VAT
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GENERAL TERMS & CONDITIONS

These terms and conditions apply to all Ignis Plumb Boiler Care Plans. By signing up, you agree to the terms outlined below.

CONTRACT TERMS AND CONDITIONS

Reactive call outs will be responded to within 24hrs and any planned/repair work will be booked in on a priority basis.

Payments:

The first payment is taken at the time of sign-up. Subsequent payments are collected monthly via Direct Debit on the 1st of each month. Cover begins immediately after the first payment is taken.

Cancellation:

You may cancel your plan at any time. Cover will remain active until the end of the current billing period.

Policy amendments:

You can amend your policy any time free of charge, just get in touch with us and let us know what amendments you require.

Cover cancellation or suspension by Ignis Plumb Ltd.

We reserve the right to cancel or suspend your cover at any time if it is deemed that;

- Your boiler, cylinder or system and associated controls are beyond economic repair and it has been advised to fit a replacement and you refuse
- You have failed to pay
- Refusing to maintain system in compliance with manufacturer's guidelines and British standards

Ignis Plumb Ltd reserves the right to update or amend these terms at any time. The latest version will be available upon request or via our website.