YOUR BOILER CARE TERMS & CONDITIONS



Maryport: 01900 816672
Keswick: 01768 758672
Carlisle: 01228 808372
Whitehaven: 01946 758172

info@blueflamecumbria.co.uk

www.blueflamecareplan.co.uk

Peace of mind, when you need it the most...

ABOUT BLUE FLAME SERVICES LTD

Blue Flame Services Ltd is a local heating and plumbing business based in Maryport (Cumbria). The company was established in 2002 by Tim Kemp & David Harrison.

We pride ourselves on our outstanding craftsmanship provided by our highly dedicated and professionally trained staff of 20, that includes expert plumbers, gas safe heating engineers and qualified electrical engineers.

Our fleet of 10 fully fitted vehicles supports all the services we provide covering the whole of Cumbria, Millom to Carlisle, Whitehaven to Penrith.

As a business, we believe the best approach is to provide you with an array of options, by utilising our expert knowledge of the heating and plumbing industry.

We do not 'hard-sell' nor do we over-promise. We believe in demonstrating a professional impression from start to finish without trying to baffle you with technical jargon or abbreviations.







WORCESTER

BOSCH

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GAS safe REGISTER

CHAS® Accredited Con CHAS.co.uk

OFTEC®

NICEIC APPROVED CONTRACTOR

Peace of mind, when you need it the most...

Peace of mind starting from as little as only £7.50 per month for our bronze boiler care plan. That's less than 37p per day and ensures that your boiler is serviced every year to help prevent future problems.

- **ANNUAL BOILER SERVICE**
- **BOILER HEALTH CHECK**
- **GAS SAFE ENGINEERS**
- **365 PRIORITY CONTACT**

PLANS — YOUR BOILER CARE PLAN FEATURES

Cover Plan	Price Per Month From	Boiler Health Check	Boiler Service	365 Priority Contact	Parts Included	Boiler & Controls	Central Heating	Fire Service	Electrical Cover + £5.00
Service Contract	£7.50	✓	✓	✓	✗	✗	✗	✗	✗
Bronze - Gas	£11.50	✓	✓	✓	✓	✓	✗	✗	✗
Silver - Gas	£13.50	✓	✓	✓	✓	✓	✓	✗	✗
Gold - Gas	£16.50	✓	✓	✓	✓	✓	✓	✓	✗
Bronze - Oil	£15.00	✓	✓	✓	✓	✓	✗	✗	✗
Silver - Oil	£30.00	✓	✓	✓	✓	✓	✓	✗	✗

Notes

- Please note that there is a charge of £60 (including VAT) for all call outs on all of our plans.
- In, the event that you boiler requires or system requires re-pressurising, this will be offered at a reduced rate as part of being an existing Blue Flame Heating Services Ltd customer and is not covered under any of our agreements.
- Our packages include repairs and replacements to heating controls, but NOT the resetting or reprogramming of controls (these would require a chargeable call out) unless carried out at time of service.

Landlord Cover Plans (Including CP12 Certificate)

- We offer all of the above cover plans for landlords who are looking for convenience and peace of mind for their tenants. Please call us on 01900 816672 to discuss your requirements further.

Cover Plan Minimum Period

The minimum agreement period for any of our cover plans is **12 months**, this is from the date of the 1st payment taken from your bank account. Thereafter, your cover 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

In the event that changes need to be made to your cover plan, we will write or send an email to you before the agreement end date. As part of our terms and conditions, we only cover boilers up to 12 years old, thereafter it is at the **discretion** of the business whether we wish to continue to cover the boiler. Should you wish to discuss this further, please call us during office hours

DON'T RISK IT! GET PEACE OF MIND...

As homeowners, we tend not to think about the importance of our heating system, until a problem occurs.

Costs can vary for a boiler repair and you can expect to pay around £150 for minor repair up to £1000 for a more severe problem, such as replacing the heat exchanger.

Here at Blue Flame Services Ltd, we wanted to outline a number of reasons why you should be considering a cover plan for your home:



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.

Service your boiler annually to prevent problems

- Regularly servicing your boiler before or after the winter months will prepare it for the next season, helping it to function properly.

Provides peace of mind

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

Customer savings

- In the event that you don't have boiler cover and need to call out an emergency engineer, call out rates can vary but again are never normally a planned expense



Like with many choices within your home, the decision on whether to arrange cover will depend on numerous factors. Many like to have the peace of mind of having service cover in place as it gives them the reassurances that should problems occur, they don't have the nasty surprise of unplanned financial costs.

Peace of mind, when you need it the most...

YOUR COVER PLAN PROCESS

We aim to make the process of obtaining the right service cover for your home as easy as possible.

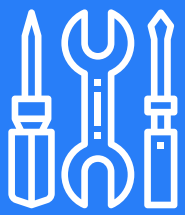
As a business, we encourage homeowners to consider this process in spring or early summer. This will mean that any additional requirements can be actioned before the winter months starts.

Survey For Cover



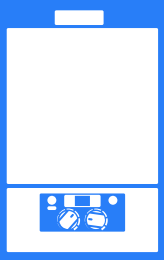
Our gas engineers will come to your property and survey your boiler and heating system.

Additional Works Required



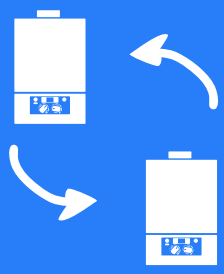
We may instruct you that work is required on your boiler or heating system before the cover plan can commence.

Annual Service



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

Agreement Reviewed



Your agreement is reviewed annually, to ensure it meets our minimum requirements. We will write to you with any changes.

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

It is important that based upon the boiler survey that it meets our minimum criteria for our service cover plans. If not, we will report this back to you and offer you solutions to rectify this.

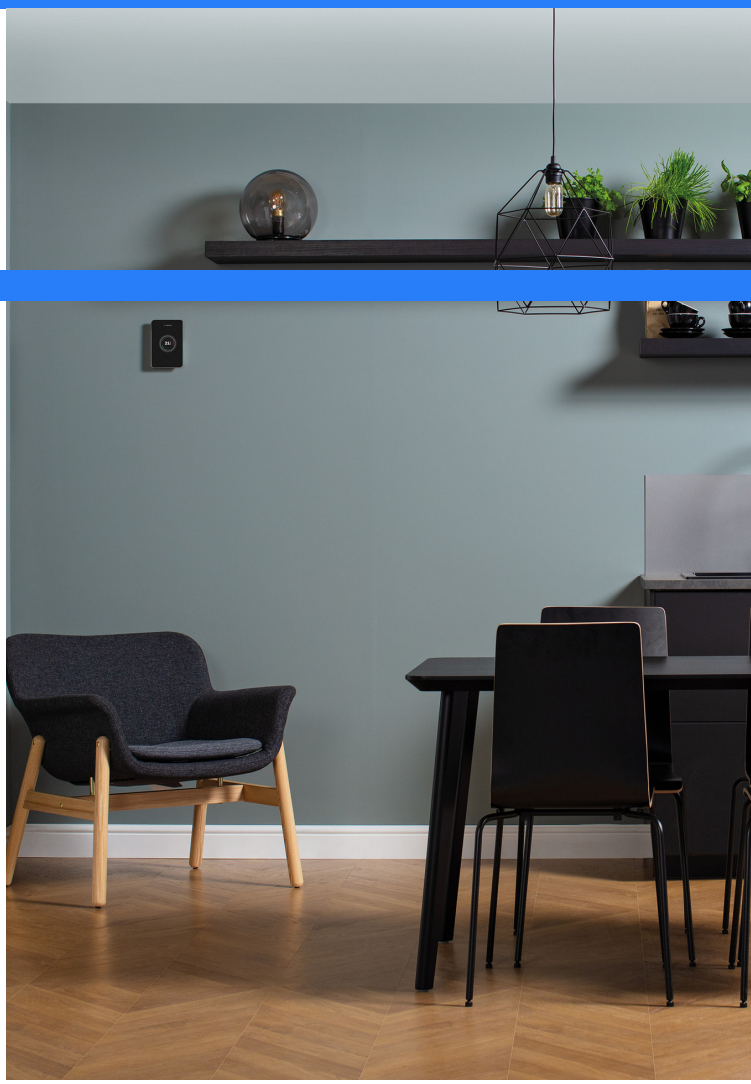
AUTOMATIC ANNUAL BOILER SERVICE

COLLECTING VITAL INFORMATION FROM OUR BOILER SURVEY

According to research over 70% of homeowners forget when their boiler is due for a service. We understand that people can have busy lifestyles and it can be easy to forget.

There are numerous negatives to not getting your boiler serviced annually and we are here to prevent this from happening ever again. We will contact every year around the same period to remind you that your boiler is due for its annual service.

OUR SUPPORT SERVICES DETAILS



Our 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 **01900 816672,** during the hours of 8 am - 5 pm (Monday - Friday)

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.

Your Annual Service

Every year one of our customer support team from Blue Flame Services Ltd will contact you to arrange for an engineer to visit your home to ensure that your boiler is working efficiently.

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 warranty.

Our service engineer can also be of assistance in explaining how to use your boiler correctly and your heating 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 the 8 am - 5 pm Monday to Friday. Please note where possible, annual service visits will be scheduled for the summer months

Your Safety Is Our Highest Priority

Here at Blue Flame Services Ltd, we have a crucial role, that is the safety of our customers. 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 those at the property.

Remote Support

As an existing boiler care customer, 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

Where an onsite visit is approved, we will organise a gas service engineer visit. During normal working hours which are 8 am to 3.30 pm (except on public holidays) Monday to Friday on a date agreed with yourself prior to the appointment.

We will require access to all relevant area's and our service engineers must be working in a safe environment. in case of emergency, our on-call engineer may attend your property in the evening or on the weekend.

Our engineers will identify themselves as 'gas safe engineers' and will have their relevant gas safe card available for inspection if required by the homeowner.

Landlord (CP 12 Certificate)

Our agreement is with the landlord, and therefore all communication will be with the landlord and not the tenant. Once the annual service has been completed, then the CP12 will be issued to the address of the landlord, unless we are instructed otherwise.

If additional work is required, then authorisation will be requested directly with the landlord.



OUR COMPLAINTS PROCEDURE

The Process For Complaints

We will always endeavour to carry out our work in a manner that we hope will result in there being no complaints, however where a complaint does arise and we cannot resolve a complaint using our own complaints procedure, as a Which? Trusted trader we use Ombudsman Services Ltd for dispute resolution.

In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact Which? Trusted Traders in the first instance on 0117 981 2929.

Examples of why we might have to cancel your agreement, include;

- Giving false information
- Failure to make the necessary payments
- We are not able to find spare parts to keep your central heating
- System or appliance working safely/satisfactory
- Changes of circumstance (including health and safety issues) which make it inappropriate for the contract to continue, or if we find something wrong at the initial Gas Safety Inspection.

Your Requirements As A Service Cover 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.

How To Cancel

This agreement runs until you tell us you would like to cancel or if we cancel the agreement. A cancellation charge of £15 is applicable if you cancel your agreement before the expiry date. Either party can cancel this agreement at any time providing at least 14 days or does not work properly, please contact notice is given

If You Move Property

You must tell us before any of the following changes:

- You are going to move home permanently.
- You are going to be out of the property for more than 7 days.
- You change your boiler or carry out any modifications to the heating system since the initial first service.

We may need to reassess your Boiler Care cover when we are told about changes in your circumstances.

If you do not inform us about any changes or provide incorrect/fraudulent information the wrong terms may be quoted and your claim may be delayed, reduced or even rejected.

In some circumstances, your policy may be invalidated and you may not be entitled to a refund.

TERMS AND CONDITIONS OF YOUR BLUE FLAME SERVICES BOILER CARE PACKAGE

Please be rest assured that any work carried out by Blue Flame Services Ltd will be done to the highest of standards using industry best practices. Blue Flame Services Ltd is a Gas safe certified company. We will maintain your gas central heating system and/or gas appliances using one of our Gas Safe registered engineers, plumbing works may be carried out by one of our qualified plumbers.

Start date

For new agreements, the cover will start when payment has been accepted in our bank. This is normally within 14 days of the initial inspection/service. Any repairs required during this period will be chargeable and are not covered under the terms of any agreement.

After the 14 days cooling-off period we will provide you with complete fault and breakdown cover, subject to your chosen level of cover. If you are simply renewing your agreement your breakdown cover will continue uninterrupted.

All annual maintenance contracts

We will provide you with an annual safety check of your gas appliance every year. We will contact you when your inspection is due and schedule an appointment at a convenient date and time. There is no limit to the number of call-outs we make to your property subject to terms and conditions.

You will be a priority service customer in which we aim to be with you normally within 24 hours of you contacting us unless impossible to do so because of circumstances beyond our control. Upon an initial inspection of your gas appliance, we will confirm if we are able to provide you with the service contract you have requested. If the initial inspection reveals any problems with your gas appliance we may:- Advise you what remedial work is needed and what it will cost you to bring your gas appliance up to satisfactory standards.- Offer you another agreement and refund any monies that may have been paid above the cost of the initial inspection.- Cancel the agreement and refund any money that may have been paid above the cost of the initial inspection.

If you choose to have the repairs carried out by others we would need to re-check the work before taking onto the maintenance cover. There could be a charge for a second survey of the work.

For us to provide you with the service detailed in this agreement, all remedial work identified by our engineers must be carried out to our satisfaction at your expense. If you agree to the remedial work being carried out by us, then we will aim to carry out this work as soon as possible. The cost of any remedial work undertaken by us should be paid prior to your gas appliance being taken on to maintenance cover.

Appointments

If for any reason you will not be available for an agreed appointment time, you should contact us at the earliest opportunity to agree on an alternative appointment. For annual inspections, you will be able to choose between a morning appointment (8:00 am-12:00 pm) or an afternoon appointment (12:00 pm- 3: 30 pm) Monday to Friday.

We will endeavour to meet our guarantee of your choice of time unless it is impossible for us to do so because of circumstances beyond our reasonable control. Blue Flame Services Ltd will carry out the Annual Inspection around the same time each year where possible (i.e. around 12 months from the date we first inspected your gas appliances). This will depend on our workload and your preference for an appointment.

Breakdown calls will be treated as a priority over annual inspection calls. If we agree the breakdown is an emergency (i.e. no heat, during the autumn/winter months) where there is no other form of heating or a water leak that cannot be contained). We will respond to it at all times as a priority weekdays between 8.00 am and 5 pm and weekends are our out of hours dedicated emergency line

Limitations

We provide cover for central heating systems with boilers running on Natural gas, oil or LPG. Underfloor heating systems are not covered, but we will endeavour to carry out a chargeable repair. The heat input capacity of the boilers we cover under the standard agreement is limited to 60kw.

We may not be able to offer you our full maintenance Package but could offer an alternative ie labour and inspection cover. Limitations on spare parts may mean it is not always possible to repair a particular fault. If we find spare parts are no longer available, you will be eligible for a discount off the cost of a replacement boiler if you choose us to carry out the work. If spare parts are still currently available but in our opinion, the cost of carrying out the necessary repair to your boiler is more than the cost of providing a replacement, we reserve the right to replace your boiler with one of a similar specification.

On occasions, it may be necessary to order the part or parts required and make a return visit for the work to be completed. We cannot accept responsibility for or unavailable parts from suppliers or manufacturers.

Peace of mind, when you need it the most...



Exclusions across all contracts

Repairs on independent fires. Domestic hot water immersion heaters Gas meter faults. Normal insured risks Relighting pilot lights after long shutdowns or high winds and resetting boilers after power cuts. Taps and leaks on bath/sink wastes or any other sanitary wear faults including, external overflows and showers.

Replacement of cylinders and radiators which are in excess of 15 years old are not covered under this agreement (repair only if possible). Replacement of these parts will be chargeable. Designer and decorative radiators are not covered. Any costs associated with changes required to your system to ensure it complies with current legislation and industry standards will not be covered by any agreement.

Examples include replacing/upgrading flues or vents that do not meet safety current standards. We will not provide cover for the cost of repairs needed because of design faults/manufacturing defects even if this was not picked up at the initial inspection. Upgrades requested to improve your system. Examples of upgrades include replacing working radiators or heating controls with improved models. Damage caused by you or someone else including rectifying work completed by others on your central heating system or appliance.

Blockages of sludge and other waste matter from your system by flushing out your radiators or using a power-flushing machine.

Also, radiators that may need to be replaced because they are blocked with sludge. We reserve the right to charge for work required to rectify blockages (e.g. rubble, sludge and scale), removal of asbestos. This work may be needed to make sure your system or appliance works properly.

None of our agreements cover the cost of repairing faults or damage caused by:

Freezing or any other weather conditions (i.e. frozen condensing pipe), subsidence, structural changes/repairs, accident, fire, lightning, explosion, floods storms or corrosion. These are out of our control. Changes to your or problems with, the gas, the electricity or water supplies.

You should check your household insurance to make sure you have enough cover for these risks. Resetting of controls (for example, thermostats and programmers following changes due to winter). Certain agreements only cover the costs of repairing copper and approved plastic pipework. It does not cover the cost of replacing any lead or steel pipes or pipework within the fabric of the building.

The cost of redecoration and replacement or repair of any other fixtures and fittings is not covered by this agreement unless we have been negligent or broken this agreement. Replacing or repairing parts that do not affect how the system or how the appliance operates, decorative or specialist parts such as radiator covers or valves damaged that are scratched or damaged by substances such as paint.

Blue Flame Services Ltd will not be liable for the normal day to day maintenance of the domestic central heating system at your property for which you are responsible such as bleeding the radiators, relighting pilot lights and re-pressurising your combination boiler (you should refer to your boiler manual guide).

We can and will also advise on this during the annual safety inspection as part of your agreement this agreement only covers central heating systems or appliances located at the property detailed in the agreement.

It is your responsibility to let us into your property. If we cannot gain access to your property to carry out the necessary work, we will tell you and arrange another appointment. If, after several attempts, we still cannot gain access, we may cancel your agreement. We also reserve the right to apply a charge if we are unable to gain access by the third attempt.

Peace of mind, when you need it the most...

ANNUAL GAS BOILER SERVICE



Your service cover plan incorporates a provision for an Annual Gas Boiler Service by Blue Flame Services Ltd. The Annual Gas Boiler 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 BLUE FLAME SERVICES LTD

- ✓ 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 BLUE FLAME SERVICES LTD

- ✗ Any maintenance or remedial work that is not part of the boiler service
- ✗ A test of the gas installation pipe work, unless there is a known or suspected escape of gas

Peace of mind, when you need it the most...







BOILER & CONTROLS

What is covered under your Blue Flame Boiler Care agreement:

All repair to:

- A single domestic Natural gas or LPG boiler that is installed in the property mentioned in your confirmation/quote document and is below a heat capacity of 70Kw.
- The flue including the terminal of up to one meter in length.
- The controls that make the boiler work including the programmer, any thermostats, motorised valves, and central heating pump.
- The gas supply pipe (providing it meets regulations and is visible)
- If we cannot repair your boiler due to parts been obsolete or it is not economical to repair we will issue you with a contribution of up to £300 credit note which can be redeemed at Blue Flame Services towards a replacement of your boiler providing its less than seven years old or its between 7-10 years of age and has been regularly serviced by ourselves.
- A replacement of the gas supply pipe and the controls that make the boiler work if we cannot repair them.
- A replacement of the flue including the flue terminal up to one meter in length if we can't repair it.
- A first or annual service.

What is **not** covered under your Blue Flame Boiler Care agreement:

- Any controls specifically designed for underfloor heating systems.
- Repairing or replacing any smart speaker or voice-activated control equipment.
- Replacing or topping up your system with inhibitor unless we've removed it.
- Any part of your boiler, controls or pipework that directly supplies a swimming pool.
- Resetting controls or replacing batteries.
- Any repairs or replacing parts to your central heating system.
- Accidental or deliberate damage to the central heating boiler or the boiler controls.
- Any gas hot water heaters.
- The cost of any filter or related device that's sole purpose is to remove sludge, scale or other debris from your central heating system.
- Any problems relating to pipes and condensate pipes caused by freezing weather conditions.
- Repairs needed due to another person/company other than our approved trader's person authorised by us.
- Any equipment not installed, operated and maintained to the manufacturer's instructions or statutory regulations.
- Normal day-to-day maintenance for which you are responsible, re-pressurising or balancing of the central heating system, adjusting to the timing, temperatures, venting (bleeding) of the radiators or the addition of corrosion inhibitor.
- Damage caused while your property is unoccupied for longer than 7 consecutive days.
- Damage arising as a result of disconnection from re-connection to or interruption of the gas, water or electrical supply to your property mentioned in the policy agreement.
- Repairs or replacement of non-standard or extended flue systems.
- Condensate lift pumps.
- Any fault arising before you asked us to provide over and anything within the first 30 days or prior to your first service.
- Payment for any inconvenience or damage caused by delay beyond our control.
- Appliances that have not been looked after according to the manufacturer's instructions – We may at time ask you to provide proof of the service

CENTRAL HEATING

What is covered under your Blue Flame Boiler Care agreement:

What's covered in your plan:

- All repairs to the heat and hot water system on your property including:
- Expansion tank, radiators, bypass and radiator valves
- Cylinders and any immersion heater and it's wired in time switch providing it meet's our approved list.
- Pipes that connect the central heating system.
- Circulating pump
- Replacement of parts of your central heating system if we cant repair them.

What is **not** covered under your Blue Flame Boiler Care agreement:

- Any fault arising before you asked us to provide over and anything within the first 30 days or prior to your first service.
- Damage caused by limescale, sludge or other debris, if we've told you before that you need to carry out repairs, improvements or a Powerflush and you have chosen not to do so.
- Any parts that are designed specifically for underfloor heating systems.
- Supply of any curved or designer radiators.
- Repair or replacement of any smart thermostatic radiator valves
- Replacing or topping up your system with inhibitor unless we've drained it and removed it.
- Any part of your central heating system which supplies a swimming pool.
- Damage to the central heating boiler or boiler controls that have been caused deliberately or by accident, our technicians will use there best judgment when assessing.
- The cost of any filter or related device for the purpose of removing sludge, scale or debris from your central heating system.
- Separate gas hot water heaters
- Any problems relating to pipes and condensate pipes caused by freezing weather conditions
- The need for repair caused by anyone other than the tradesperson authorised by us.
- Cylinders over 5 years old.
- Appliances that have not been looked after according to the manufacturer's instructions
- Any equipment not installed, operated and maintained to the manufacturer's instructions or statutory regulations.
- Normal day-to-day maintenance for which you are responsible, re-pressurising or balancing of the central heating system, adjusting to the timing, temperatures, venting (bleeding) of the radiators or the addition of corrosion inhibitor.
- Damage caused while your property is unoccupied for longer than 7 consecutive days.
- Damage arising as a result of disconnection from re-connection to or interruption of the gas, water or electrical supply to your property mentioned in the policy agreement.
- Repairs or replacement of non-standard or extended flue systems
- Condensate lift pumps.
- Payment for any inconvenience or damage caused by delay beyond our control.

We will only use replacement parts from the original manufacturer or their approved suppliers, if we are unable to source the parts then we reserve the right to use parts from other suppliers.





OUR OTHER SERVICES

BOILER INSTALLATION



Whether your boiler has broken down, or the pressure has dropped, get in touch with Blue Flame. We understand how inconvenient it can be when your heating or water is down. That's why our reliable boiler engineers provide efficient boiler servicing, repairs and replacements across Cumbria

Keeping an oil or gas boiler running efficiently, or ensuring an LPG system is safely maintained is highly important. Our Gas Safe registered engineers provide servicing, maintenance and repairs for all your oil, gas and LPG appliances.



PLUMBING

From replacing pipework to fitting a new radiator, plumbing in a kitchen or installing an outside tap, our qualified engineers will get the job done quickly and efficiently.

We are 100% customer focused to deliver an exceptional level of quality and service, throughout all our plumbing related projects within your home.

ELECTRICAL SERVICES

Our expert team of electricians all hold accreditation from the National Inspection Council for Electrical Installation Contractors (**NICEIC**), meaning we are fully qualified to perform electrical safety checks within any residential or industrial property, ensuring the on-going safety for residents and staff.

So from relocating sockets to full house re-wires our team are here to assist with any of your residential electrical requirements.





BATHROOM RENOVATIONS

We have been providing our full bathroom fitting service across Cumbria for over 15 years. From shower replacements to full renovations, we can plan, design and install all your new bathroom requirements.

We constantly strive and thrive in building bespoke bathrooms and wet rooms that change the whole look and feel of your home. We are renowned for providing designer bathrooms without designer prices.

Peace of mind, when you need it the most...

HOME ELECTRICAL COVER - FROM ONLY £5 PER MONTH

COVER TO REPAIR FAULTY WIRING, SWITCHES, SOCKETS AND FITTINGS.

What's included: ✔

- All repairs to the mains electrical system and wiring on your property, for example:
  - the fuse box, light fittings, switches, sockets, isolation switches, and your immersion heater timer switch;
  - extractor fans up to 15cm in diameter;
  - doorbells and smoke alarms that are connected to the wiring; and outside lighting as long as it's fixed to your home or outbuildings and fitted less than ten meters above the ground.





What's not included: ✘

- Electrical appliances, burglar alarms, and camera systems
- Showers and their parts, shower pumps, cooker extractor hoods, storage and panel heaters, underfloor heating, swimming pools, controls, pumps, detectors, timers and programmers, electrical plugs, and solar panels and their inverters
- The electricity supply cable up to the fuse box or mains isolation switch if fitted
- Power cables between your home and any detached outbuildings, outdoor fittings, or appliances on your property
- Electrics in your outbuildings if the supply is connected to a separate electricity meter than to your home
- Rubber or lead covered cables
- Complete system rewire or partial rewire
- Outside lighting not fixed to your home or outbuilding

Peace of mind, when you need it the most...

WE TAKE THE STRESS OUT OF YOUR BESPOKE BATHROOM ADAPTATIONS & WET ROOM REQUIRMENTS

Whether you are looking for some small changes to your bathroom or require a full wet room, our team are here to help you with your bespoke requirements.



If you are wondering if it is the right time to invest adaptations to your bathroom, ask yourself the following questions:

- Do you struggle to get in and out of the bath?
- Is there a risk of slipping and seriously injuring yourself in the shower because of your restricted mobility?
- Would you like to continue to be able to use your bathroom independently?

If the answer is yes to any of these questions, modifications to your bathroom could greatly improve your safety in the home and your quality of life. The bathroom is a room which we all have to visit multiple times a day, so why wouldn't you want to make it as comfortable and safe as possible?



ENJOY A CHIC AND FUNCTIONAL WETROOM

A wet room is a fully-tiled, completely waterproof bathroom with a walk-in shower area, complete with a fully-integrated drainage system and level with the floor.

This makes wetrooms an attractive and versatile design option for residential homes. It is the ideal solution where level entry to the shower area is required, for example by wheelchair users or those with impaired mobility. Wet rooms provide a spacious, easy-to-maintain and hygienic bathroom space which can be fitted to virtually any room size or dimensions.

Peace of mind, when you need it the most...

Finance Options

We know that when you need a new boiler it can be something that you have not planned for financially. This is why we offer a range of finance packages specific to your needs. Please note that this arrangement is only available for Worcester Bosch boilers.







Example - 0% Interest Free Credit

- Cash Price - £2'500
- Deposit (Min 10%) - £250
- Total amount of credit - £2'250
- Term - 24 months
- 24 Monthly payments - £93.75
- APR - 0%
- Fixed rate of Interest - 0%
- Total amount payable - £2'500
- Charge for credit - £0

Representative Example - 9.9% APR Interest Bearing Credit

- Cash Price - £2'500
- Deposit (Min 10%) - £250
- Total amount of credit - £2'250
- Term - 120 months
- 120 Monthly payments - £29.09
- APR - 9.90%
- Interest rate fixed - 9.90%
- Total amount payable - £3'490.38
- Charge for credit - £1'240.38

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Credit is provided by Hitachi Personal Finance, a division of Hitachi Capital (UK) Plc authorised and regulated by Financial Conduct Authority. Finance options are offered subject to status and credit check which must be completed before the commencement of works. A 14-day cooling-off period applies to all applications. If cancelled within 14 days, alternative payment of the full outstanding balance must be made.

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