Braiden Plumbing and Heating Boiler Care Plans
Terms and Conditions

We understand that terms and conditions can often be difficult to understand due to the way they are written. We have kept our Boiler Care Plans terms and conditions as clear as possible, so you know exactly what is and isn't covered in your chosen package.

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1. Scope of Contract

1.1 Braiden Plumbing and Heating will provide the level of cover described within the 'Plan Summary' below, subject to an initial chargeable service and inspection.

1.2 There is an initial 30-day period where you cannot make a claim. This prevents claims on pre-existing problems and helps keep premiums competitive for all our customers.

1.3 When referring to 'We,' this refers to Braiden Plumbing and Heating.

1.4 This contract is strictly a maintenance contract and is not an insurance policy. Braiden Plumbing and Heating is not regulated by the FCA.

1.5 This plan is intended for domestic boilers only and covers works at residential properties only.

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2. Our Plans

2.1 Service Only Plan

- Annual Boiler Service Included
- Priority Service within 72 hours
- Flue Gas Analysis

2.2 Bronze Plan

- Annual Boiler Service Included
- Priority Service within 48 hours
- 1 Emergency Call Out Per 12-Month Period
- Gas Leak Test
- Heating Health Check
- Heating Filter Cleaned

2.3 Silver Plan

- Annual Boiler Service Included
- 10% Discount on a New Boiler
- Priority Service within 48 hours
- 2 Emergency Call Outs Per 12-Month Period
- Gas Leak Test
- Heating Health Check
- Heating Filter Cleaned
- Annual Carbon Monoxide Test
- 10% off Our Other Services
- 20% Discount on Boiler Parts
- No Labour Charge for Breakdowns/Repairs

2.4 Gold Plan

- Annual Boiler Service Included
- 25% Discount on a New Boiler
- Full cover for Labour and Parts with No Charges
- Free Magna Flush every 5 years
- Priority Service within 24 hours
- 3 Emergency Call Outs Per 12-Month Period
- Gas Leak Test
- Heating Health Check
- Heating Filter Cleaned
- Annual Carbon Monoxide Test
- 20% off Our Other Services
- Full Cover for Labour and Parts with No Charges

**Discount on a new boiler installation is available to customers who have been on the plan for at least 24 months and will be continuing with their plan.*

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3. Components of the System

3.1 Bronze Care Plan

- Boiler and all internals

3.2 Silver Care Plan

- Boiler and all internals
- Circulation pump
- Timer/thermostat
- Pressure controls

3.3 Gold Care Plan

- Boiler and all internals
- Circulation pump
- Timer/thermostat
- Pressure controls

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4. Annual Service

4.1 A Gas Safe qualified engineer will perform the service and safety check in line with manufacturer instructions.

4.2 The service/safety check includes, at a minimum:

- Emission check using a calibrated flue gas analyser
- Inlet and working gas pressure check
- Cleaning of condensate trap and magnetic filter (if fitted)
- Internal boiler case cleaning
- Gas rate test if required
- Safety device tests in line with Gas Safe guidelines

4.3 A gas tightness test may be performed in certain circumstances.

4.4 Annual service dates may be adjusted to the warmer months to ensure availability during winter.

4.5 Services are carried out Monday to Friday, 8 AM – 4 PM, unless otherwise agreed.

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5. Annual System Water Test

5.1 We test system water quality and determine the necessary treatment to ensure efficiency and boiler protection.

5.2 Additional work may be required based on test results, depending on plan coverage.

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6. Annual Carbon Monoxide Test

6.1 We check all carbon monoxide detectors annually.

6.2 If no detectors are present, we can install them at cost price.

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7. Priority Call Outs

Plan	Standard Call outs (Before 4 PM)	Out-of-Hours & Weekend Call outs
Service Only Plan	Within 72 hours	n/a
Bronze Care Plan	Within 48 hours	Within 72 hours
Silver Care Plan	Within 48 hours	Within 72 hours
Gold Care Plan	Within 24 hours	Within 72 hours

**Timeframes are subject to workload and availability.*

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8. Emergency Call Outs

Plan	Response Time
Bronze Care Plan	Within 48 hours
Silver Care Plan	Within 48 hours
Gold Care Plan	Within 24 hours

**Timeframes are subject to workload and availability.*

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9. Allocated Call outs as per Plan

Plan	Number of Call outs
Bronze Care Plan	1 Call out per Year
Silver Care Plan	2 Call outs per Year
Gold Care Plan	3 Call outs per Year

*Additional call outs may be chargeable.

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10. Loyalty Discount on Other Services

Plan	Labour Discount
Silver Care Plan	10% Discount
Gold Care Plan	20% Discount

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11. Exceptions

We do not cover breakdowns due to:

- Sludge, scale, or system deposits
- Water, electrical, or gas supply issues
- Pre-existing faults or defective installation
- Blocked drains backing up into the boiler
- Cosmetic boiler parts (e.g., casing, covers)
- Subsidence, malicious damage, fire, flood, or extreme weather
- Delays due to supplier or delivery issues

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12. Cancellations and Payments

12.1 Customers must give 24 hours’ notice to change appointments.

12.2 Contracts run for 12 months and auto-renew for a rolling 12-month contract unless canceled 14 days prior to renewal.

12.3 We reserve the right to cancel policies for non-payment or violation of terms.

12.4 If canceled before 12 months, the customer must pay the remaining balance.

12.5 Prices may increase annually based on the Consumer Price Index (CPI) but will not exceed 5%.

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13. Certificates

13.1 Certificates are stored electronically and available via email free of charge.

13.2 Hard copies can be provided for a £5 fee.

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14. Cooling Off Period

14.1 Customers are entitled to a full refund within 14 days of signing up. Any breakdowns within this period will be chargeable at full price upon cancellation.

For further details, please contact Braiden Plumbing and Heating.