



DOMESTIC MAINTENANCE COVER PLANS

JULY 2025

Company Details:

F&P Plumbing and Heating Ltd
Long Lane Industrial Estate
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Registered in England and Wales
Company Number: 08478302
VAT Number: 152987475

Service Agreement

1. Introduction

These Terms and Conditions govern your agreement with F&P Plumbing (“we”, “us”, “our”) for the provision of our Domestic Maintenance Cover Plans (also referred to as Planned Preventative Maintenance or PPM). By signing up for a cover plan, you agree to be bound by these terms.

2. Eligibility

Our domestic cover plans are available to:

- Residential customers with properties located in the West Midlands region.
- Properties with boilers and central heating systems installed and/or maintained by F&P Plumbing.
- Boilers that are less than 12 years old at the start of the plan.

F&P Plumbing reserves the right to decline or cancel cover based on the age, condition, water quality, or safety of the appliance or system.

3. Cover Plan Options

We offer multiple cover plans:

- **Bronze** – £9.99/month
- **Silver** – £19.99/month
- **Gold** – £34.99/month

Optional Add-ons:

- **System & Radiator Cover** – £6/month
- **Cylinder Cover** – £4/month
- **Controls Cover** – £6/month

Each plan has a different monthly cost, excess (if applicable), and level of cover. Specific benefits, limits, and exclusions for each package are outlined in your welcome pack and promotional materials.

Service Agreement Cont

4. What Is Covered / Details

Bronze:

- Annual boiler service
- Cost of boiler service spread over the year
- Boiler service certificate (1 visit per year)
- Peace of mind that your boiler is safe and working efficiently
- Optional Add-ons: System & Radiator, Cylinder, and Controls Cover

Exclusion period: No claims can be made within 14 days of plan commencement.

Silver:

- Boiler health check before plan begins (if not previously serviced by F&P)
- Recommendations from the health check must be completed for cover to be valid
- No excess to pay
- 2 free callouts per year
- 45% off all parts required within visit
- All boiler components covered (excludes flue)
- Engineers will attend between 8am–5pm
- £750 discount on a new boiler if current one is beyond economical repair
- Optional Add-ons: System & Radiator, Cylinder, and Controls Cover

Gold:

- Boiler health check before plan begins (as above)
- Annual boiler service on contract renewal date
- No excess to pay
- Unlimited callouts per year
- All parts included
- All boiler components covered, including:

- o Heating system
- o Radiators
- o Central heating pipework
- o Controls, pumps, external expansion vessels
- o Switch 2/3 port valves

- Excludes flue and cylinder cover unless purchased
- £750 discount on a new boiler if current one is beyond economical repair
- Optional Add-ons: System & Radiator, Cylinder, and Controls Cover

Service Agreement Cont

Optional add on's include:

System & Radiator Cover (“Peace of mind for the system pipework and components which can be costly if you were to get a leak”)

- Covers radiators, valves, and heating system pipework (excludes gas supply pipes)
- Only valid when taken alongside boiler cover – cannot be purchased separately
- System water must be treated with Fernox F1 inhibitor
- Systems with poor water quality (above 500ppm TDS) are not eligible
- Claims may be rejected due to neglect or poor water quality

Cylinder Cover (“Ideal if you have a boiler under warranty but want peace of mind to cover your hot water tank”)

- Covers vented/unvented cylinders up to 179L
- Replacement cylinder fitted like-for-like if it fails
- Perishable parts like TPR valves and expansion vessels not included
- Max component cover: £100 – anything above this will be chargeable
- Must be compliant with Building Regulations Part G3
- Only valid when taken alongside boiler cover – cannot be purchased separately

Controls (“Ideal for those with heat-only boilers wanting to protect their system controls”)

- Covers timers, thermostats, wireless receivers
- Replacement programmable timer offered if smart control fails (smart upgrades available at extra cost)
- Smart TRVs are not covered
- Mechanical controls faults are only included in Gold Plan

Plumbing Cover

Included with Gold Plan or available as an add-on (check eligibility)

- Internal leaks and repairs
- Unblocking internal drains and waste pipes
- Tap repairs or replacements
- Toilet cistern repairs (excluding toilet bowl or sanitary ware)
- Callout charges included

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5. What Is Not Covered

We aim to provide honest, transparent cover. However, the following are not included:

- Claims within first 14 days of plan start
- Boilers over 15 years old
- Work related to poor water quality or lack of system inhibitor
- Manufacturer-covered repairs
- Flue components
- External drainage
- Frozen pipes not burst
- Improper, DIY, or non-compliant installations
- Damage from corrosion, scale, or sediment
- Cosmetic or non-urgent repairs
- Whole system replacements
- Properties left unoccupied for 30+ days
- Leaks from shower enclosures
- Soakaways, shared drains, guttering
- Mixer or digital showers, shower pumps
- Smart TRVs
- CP12 (Landlord Gas Safety Certificate)
- Inaccessible leaks (excavation not included)

6. Service Intervals

- Boiler services are scheduled automatically and confirmed in advance
- It is the customer’s responsibility to allow access

7. Payments & Cancellation

- Monthly payments via Direct Debit or GoCardless
- Can cancel anytime with 30 days’ notice
- No refunds for unused time
- F&P reserves the right to cancel cover due to non-payment or denied access

8. Boiler Replacement Loyalty Benefit

If your boiler becomes beyond economical repair and you:

- Have an active, continuous plan
- Had annual services completed by F&P
- Maintained your boiler solely via F&P

You may receive a £750 discount on a new boiler installed by us.

Service Agreement Cont

10. Customer Responsibilities

- Provide safe, unobstructed access
- Use heating systems correctly
- Inform us of any changes to your system or property

11. Liability

We are not liable for:

- Indirect or consequential losses
- Temporary heating/hot water loss during repairs
- Costs for third-party opinions

12. Exclusion Period

You are not eligible to make any claims under this policy within the first 14 days of signing up.

13. Amendments

F&P Plumbing reserves the right to amend these Terms & Conditions. In the event of any significant change, customers will be given at least 30 days’ notice via email or written correspondence before the new terms take effect.

14. Governing Law

These Terms are governed by the laws of England and Wales.