

SPH AFTER-CARE TERMS & CONDITIONS

For the purpose of these terms and conditions the following words should have the following meanings:

- (a) "SPH" or "Company" shall mean Surrey Plumbing & Heating Specialists Ltd.
- (b) The operative, contractor or engineer shall mean the representative appointed by the Company.

WHAT IS INCLUDED

Your hot and cold water pipes between your internal stopcock up to and including your taps and garden taps attached to your home and the flexible pipes to your kitchen appliances. The hot water cylinder and cold water tanks, toilet siphons, isolation, ball, radiator valves and; All repairs to the gas appliance(s). Fixing your showers and their parts. A single natural gas or Liquid Petroleum Gas boiler in your property that is designed for home use and has a heat output capacity of up to 70kW. The flue including the flue terminal, up to one metre in length. The controls that make the boiler work including the programmer, any thermostats, motorised zone valves and central heating pump and the gas supply pipe. A replacement for your boiler if we are unable to repair it, under the following conditions:

- It is less than seven years old, or:

- It is between seven and ten years old and SPH originally installed it and that the boiler has been covered by SPH since the original installation.

Replacement of the gas supply pipe and the controls that make your boiler work if these are beyond repair. Also including a first or annual boiler service.

All repairs to:

Warm-air vents, immersion heaters - including wired in timer switch. The pipes that connect to the central heating system. Replacement or repair of parts to your central heating system, if these are beyond repair. Also to unblock drains to restore flow of water.

WHAT IS NOT INCLUDED

Accidental damage, damage caused by limescale, sludge or other debris - if you have been previously advised by your SPH engineer that these issues needed to be resolved and had not been addressed by SPH. Any controls designed specifically for underfloor heating. Repair or replace the flue, including the flue terminal, if it is more than one metre in length. Repair or replace the flue, including the flue terminal for any open flued appliances. Replace or top-up your system inhibitor unless we have removed it. Any part of your boiler and controls that directly supply a swimming pool. Resetting your controls or replacing the batteries. Replacing your central heating system and also supplying curved radiators. Rainwater guttering, down pipes, manholes and covers, soakaways, septic tanks, cesspits, drainage pumps, macerators, treatment plants and outflow pipes. Shared drains, sanitary-ware, spa baths, seals and replacing grouting. Any parts that are designed to boost your mains water pressure. Water softeners, water filters and waste disposal units and taps that deliver boiling or filtered water. Plumbing in detached outbuildings, swimming pools, fountains, ponds or water features and the water pipes running to or from them. Frozen pipes requiring being defrosted, where there is no other damage. Shared water supply pipe and water meters. Repair or replacement of shower pumps. This agreement covers the address given on this form only. Ask your engineer about our multiple address policies.

MISSING PAYMENTS UNDER YOUR AGREEMENT

Before we book your repair or visit, we will require any outstanding SPH After-Care payments if these are overdue to be paid in full. If you fail to make a payment on the due date, your policy will be suspended and you will not be able to make a claim until all arrears have been cleared. SPH will notify you in writing within 5 working days of the date on which a payment was due if you fail to make a payment. If you do not pay the requested amount within 30 days of the due date your policy will be cancelled. You will remain liable for the full amount of the annual term once 14 days have passed from signing this agreement.

ACCESS TO YOUR PROPERTY

Our engineers will only work on your property if there is an adult present at all times during the visit. It is your responsibility to allow the SPH engineer access to your property. If we are unable to gain access to your property to carry out the work required, it is then your responsibility to arrange another appointment. If appointment is not re-arranged your agreement will still continue. Though after three failed attempts to access your property, we will cancel your agreement and will inform you of this action after the three failed attempts of access. If you are unable to attend the property during the allocated time, the engineer will require an adult present who can give full instructions on your behalf for the required works to be carried out. We will always send an SPH engineer to carry out the work. In some cases we will send a qualified contractor, such as heavy drain clearance for you.

WORKING IN DANGEROUS OR UNSAFE CONDITIONS

We won't start or continue doing any work in your home if we believe there's a health and safety risk, for example: hazardous chemicals, pest infestations, verbal or physical abuse or harassment. We will return to finish the work once the risk has been removed. If asbestos needs to be removed before we can repair your boiler, appliance or system. You will then need to arrange and pay for someone other than SPH to remove it and give you a Certificate of Reoccupation, which will need to be shown to the engineer before SPH can proceed with carrying out the required works.

ANNUAL COST

The price of this agreement will not change during the annual term, unless you change your agreement or products or that the Government adjust the relevant tax rate. We will always write to tell you about any changes to your price in the unlikely event this happens during the term of this agreement.

SPARE PARTS

We will provide replacement parts with similar functionality but not necessarily the same features or an identical make and model or type of fitting, if SPH are unable to source original matching parts. You can give the engineer a replacement part that you have previously purchased for the engineer to approve as fit for purpose. If our engineer does not have the required parts with them, we will first try to source the original parts - or if that is not possible, supply reconditioned parts from the original manufacturer or an approved supplier. If SPH are unable to source the parts we need after that, we may need to cancel your agreement, unless you are eligible for a replacement. If we have agreed to cover a boiler or appliance but have advised that it may be unachievable to source the parts required, we will look to repair parts where possible.

DELIBERATE DAMAGE OR MISUSE OF PART(S) OR APPLIANCE(S)

SPH will not repair or replace any parts or appliances that have been damaged or misused. The engineer will be able to assess any damage in this case.

CANCELLING YOUR AGREEMENT

SPH After-Care is a 12 month agreement and can only be cancelled in the following circumstances: that you lose your employment or are declared insolvent, or are moving to another area. There is a 14 day cooling-off period from signing this agreement, if you cancel during this period no additional cost is due to SPH. If your policy is cancelled, the outstanding amount for the remainder of the annual term will be due for payment in full within 30 days of the cancellation being made, this applies to all monthly standing order mandates being made. No refunds are given to annual payments made.

CLAIMS

The amount of claims you can make is unlimited. Please note that no claims can be made within the first 14 days.

MEMBERSHIP RENEWAL

SPH will contact you in writing before your policy expires to arrange the renewal of your policy. At the same time we will review your premium and advise you of your renewal premium amount. Your claims history will be considered as part of the premium review. We reserve the right to adjust your premium to reflect any changes in the rate of tax applicable. SPH reserve the right to refuse renewal of any individual policy and we will inform you of this before your policy expires. If you do not wish to renew your policy please contact us to cancel your membership before the policy renewal date.

THE SPH GUARANTEE TO YOU THE CUSTOMER

Under this policy, the workmanship and any part(s) used by SPH will be guaranteed for a period of 12 months from the date the work is carried out. Where appropriate, we may advise you that remedial or maintenance work will be required to be undertaken by you in order to bring your installation up to a suitable standard, or to prevent a future incident. Any such work required will be carried out at your own cost.