

Shepley Home Plan
Terms and Conditions
Boiler and heating cover plans



Check out our five star
customer reviews



Welcome to Shepley Home Plan

We offer gas boiler and heating maintenance care plans to our domestic customers in the **Banbury, Oxfordshire** area.

We are **local (Banbury), highly qualified, 5 star rated by our customers and accredited** to most boiler manufactures including Worcester Bosch and Vaillant. We are registered with and regulated by the Gas Safe Register.

All Shepley Home Plan customers benefit from **priority customer booking for all breakdowns** and we aim for **same day callout**.

Unlike most of our competitors, **we won't hike the price after a first year offer**. All customers on the same plan will pay the same price.

To sign up, **simply head over to www.shepleyheating.co.uk** and click the Sign Up button under your chosen plan.

Check out our five star customer reviews



What's included in each Home Plan?

	Home Plan One	Home Plan Two	Home Plan Three	Home Plan Four	Home Plan Five
Annual boiler service	✓	✓	✓	✓	✓
Gas Boiler and Controls	✓		✓	✓	✓
Central Heating		✓	✓	✓	✓
Plumbing and Drains				✓	✓
Home Electrics					✓

Top tips

Is your boiler still under guarantee? Plan Two looks after rest of your heating system such as radiators and the hot water cylinder.

Can't decide which is best... **Our most popular plan is Home Plan Three**

To sign up today in less than 60 seconds, simply head over to www.shepleyheating.co.uk

By signing up to a Direct Debit, you are entering a contract with Shepley Ltd and agreeing to the terms and conditions

Boiler and Controls

What's included

- ✓ Gas boiler service
- ✓ All repairs (parts and labour) to:
a single natural gas boiler, installed in a domestic home with a heat input of up to 70kw;

the controls which make the boiler work such as the programmer, thermostats, motorised zone valves and the central heating pump;

the room sealed flue up to one meter in length and the flue terminal and

the gas supply pipe.
- ✓ A replacement of your boiler if we can't repair it and it's less than 7 years old
- ✓ Replacement of the controls which make the boiler work such as the programmer, thermostats, motorised zone valves and the central heating pump if we can't repair them
- ✓ A replacement of the room sealed flue, up to one meter in length and the flue terminal if we can't repair it.

What's not included

- ✗ Anything that happens within the first 30 days of the Home Plan start date
- ✗ Replacing or repairing your central heating system
- ✗ Damage caused by limescale, sludge and other debris if we have told you before that you need to have a system flush, power flush or other repairs, but you have not done so
- ✗ Power flush of the heating system or similar process and removing blockages
- ✗ Repairing or replacing of open flue appliances and their flues
- ✗ Repairing or replacing of flues over 1 meter in length
- ✗ Any flue that is over 3 meters from the ground and where access with a ladder is not reasonably easy and safe
- ✗ Repressurising the heating system (adding water) unless we removed it
- ✗ Replacing or topping up the inhibitor chemical unless we removed it
- ✗ Resetting your heating controls, setting time/temperatures or changing batteries
- ✗ Replacing or repairing air or ground source heat pumps, solar panels etc.
- ✗ Any parts of your boiler and controls that directly supplies a swimming pool, hot tub etc.

Central Heating Breakdown

What's included

- ✓ Gas boiler service
- ✓ All repairs (parts and labour) to the heating and hot water system, including the:

radiators, radiator valves and expansion tank;

hot water cylinder including immersion heater and control switch (if fitted);

the central heating system pipe work
- ✓ A replacement of the parts of your central heating system if we cant repair them

What's not included

- ✗ Anything that happens within the first 30 days of the Home Plan start date
- ✗ Replacing or repairing your boiler and controls
- ✗ Damage caused by limescale, sludge and other debris if we have told you before that you need to have a system flush, power flush or other repairs, but you have not done so
- ✗ Power flush of the heating system or similar process and removing blockages
- ✗ Repressurising the heating system (adding water) unless we removed it
- ✗ Replacing or topping up the inhibitor chemical unless we removed it
- ✗ Resetting your heating controls, setting time/temperatures or changing batteries
- ✗ Replacing or repairing air or ground source heat pumps, solar panels etc.
- ✗ Any parts of the central heating system that directly supplies a swimming pool, hot tub etc.
- ✗ Any parts designed for underfloor heating
- ✗ Supply of curved or designer radiators, including radiator valves
- ✗ Repair or replacement of electrical elements in radiators

Plumbing and Drains

What's included

- ✓ All repairs (parts and labour) to the plumbing system, such as:

taps, ball valves (fill valves) syphons (flush valves) and service valves;

the hot and cold water pipes between your internal stopcock and running to your taps, ball valves and kitchen appliances;

the hot water cylinder including immersion heaters

the cold water storage tank (usually in the loft) including the ball valve

A replacement of parts that can't be repaired;

where only one of a pair of taps can't be repaired, we will replace both taps.

- ✓ Unblocking drains to restore reasonable flow

- ✓ Repairing leaks to waste water pipes, soil and vent pipes

What's not included

- ✗ Repairing or replacing the drains where we deem the drain is unservicable. Descaling and cleaning of your drains, shared drains, manholes and their covers
- ✗ Asbestos pipe work
- ✗ Cracked cast iron soil pipes, downpipes and guttering. These would be replaced with plastic
- ✗ Rainwater gutterings and downpipes, soakaways, septic tanks, cesspits, drainage pumps, macerators (and associated pipes) and treatment plants
- ✗ The mains water supply pipe before the main stoptap in your property, any water supply pipe that does not supply your home, pipe work between your home and out buildings
- ✗ Shower valves and associated parts, shower screens, shower trays and shower pumps
- Sanitary ware (such as basins, baths, toilets), seals and grouting
- ✗ Taps where the connections are not easily accessible such as the back of bath or in wall and taps which deliver boiling or filtered water
- ✗ Water softeners and water filters
- ✗ Water booster pumps
- ✗ Swimming pools, hot tubs, water features, fountains, ponds, garden irrigation systems and outside taps not attached to the main house
- ✗ Devices used to detect leaks

Home Electrics

What's included

- ✓ All repairs (parts and labour) to the electrical system and wiring, such as:
 - the light fittings, light switches, sockets, isolation switches, shaver sockets;
 - the fuse box;
 - bathroom extractor fans;
 - outside lights that are connected to your home and fitted lower than 8 meters
- ✓ A replacement of parts that we can't repair

What's not included

- ✗ Complete system re-wire
- ✗ Pre-existing electrical faults
- ✗ Rubber or lead covered cables
- ✗ The electricity supply cable upto the fuse box and the main isolation switch
- ✗ Burglar alarms and CCTV systems/cameras
- ✗ Electrical appliances such as ovens, washing macines, dishwashers, extractor hoods, fansTV's etc. and the plugs on electrical appliances
- ✗ Solar panels and their invertors
- ✗ Electric underfloor heating
- ✗ Electric vehicle charging unit
- ✗ Electric power cables between your home and any outbuildings of lighting
- ✗ Electrics connected to an electric meter other than the main meter for your home
- ✗ Specialist fittings

Possible Extras

We may be able to offer additional services as a paid on off extra, such as:

- Gas fire service
- Oven or hob safety check
- Other items not included in the Home Plans

General Terms and Conditions

DEFINITIONS

The Shepley care plans are not emergency cover plans or an insurance policy/cover.

By 'we', 'us', or 'our', we mean Shepley Limited (trading as Shepley Heating and Plumbing), a company registered in England (05334503), of 125 Coopers Gate, Banbury, Oxfordshire, OX16 2WD.

By 'you' and 'your' we mean the person or the persons named in this agreement,

GENERAL CONDITIONS

Before accepting your boiler or heating system onto one of the care plans, a Shepley Ltd heating engineer will inspect the boiler and system. Should we decide not to accept your application, we have the right to decline your application.

This contract needs to be signed and returned to us before the care plan starts, even if you have signed online. We reserve the right not to undertake any works without a signed contract.

Who Can Benefit from This Agreement?

Nobody other than you can benefit from this agreement, in the property listed on this agreement and the property must be your residence.

PERIOD OF THE CARE PLAN

The term of the service contract is one calendar year from the date of the first inspection.

If paying monthly, a minimum of 12 monthly payments are required in each term.

If for any reason you cancel the direct debit before the full term has been completed, you will be invoiced for the remaining payments.

COOLING OFF PERIOD

We will give you a full refund of any money paid and cancel the agreement should you cancel within 14 days of the start date.

If you cancel within the 14 days, any works completed within the 14 days would be chargeable at our current rates.

PAYMENTS, RENEWALS AND CANCELLATION

All payment for the service plans is by recurring monthly Direct Debit, via GoCardless (www.gocardless.com)

The service plan will renew automatically on the anniversary of the date the service contract was first taken out unless you contact us to cancel. The service plan will renew at the new cost and terms and conditions. Notification of the renewal will be sent at least 30 days in advance. You will then be on a rolling monthly plan. The price won't go up or down during the period of agreement.

If you would like to cancel your service plan, you must let us know in writing at least 30 days before the renewal date.

Please note that cancelling your direct debit does not cancel your agreement with Shepley Ltd. You always need to contact Shepley Heating in writing.

Shepley Ltd reserves the right not to renew any service contract at the end of each 12-month period.

Reasons Shepley Ltd can cancel the agreement (at our discretion only)

- for any reason before the first inspection and during the first month
- your boiler is not on our approved list
- you don't make payment on the due dates
- you give us false information
- you put our health and safety at risk such as verbal or physical abuse
- your property is not safe to work in
- you don't give us access to do our work
- we find a pre-existing fault during your first service;

- we tell you to make repairs or improvement, but you don't (such as a powerflush)
- we can't find the parts we need to repair your boiler, appliance or system, despite our reasonable attempts.

APPROVED BOILER LIST

Room sealed, horizontal flued boilers; domestic boilers under 70kw heat input and from the following manufacturers only:

Alpha
Ariston
ATAG
Baxi
Ferrol
Glow-worm
Ideal
Main
Potterton
Vaillant
Viessmann
Vokera
Worcester Bosch

If your boiler is not on the list, please contact us to see if we can help you.

NOT ON THE APPROVED BOILER LIST (not an exhaustive list)

Vertical flued or open flued boilers, back boilers, industrial or commercial boilers and NOT the following manufacturers and/or models:

Intergas
Keston
Potterton Powermax or similar
Rangecookers with boiler such as Aga or Rangemaster.
Warm air heating / heaters.

CALL OUT CHARGE

If you have opted to pay a call out charge, this will be invoiced and would need to be paid in advance of any repair being book in.

MISSING PAYMENTS

Should there be any missing payments, we will ask you to pay the missing payment before we book any repair or payment.

CHANGE OF OWNERSHIP

If the ownership of the property relating to the service plan changes, the new owner shall have the benefit of the service contract for the remainder of the period for which payment has been received.

No refund will be made for any unexpired part of the service contract.

CHANGING YOUR ADDRESS

If you move to a new home, you need to tell us as soon as possible. We reserve the right to transfer the plan to your new property, start a new 12 month plan or cancel it.

WORKING DAYS, HOURS AND AVAILABILITY

The plans only include call out hours between Monday to Friday and working hours 8am – 5pm. We will however still endeavour to still call outside of these times where possible.

There may be limited cover between Christmas Eve and New Year's Day. We will however still endeavour to still call out during this period where possible.

SAME DAY CALLOUT

Subject to workload and labour availability, Shepley Ltd will endeavour to call the same day (Monday – Friday, see exclusions) in response to any breakdown or failure of any item covered by your Care Plan. Any same day repair request must be made before 10am. We will still endeavour to call the same day if made later, but this would be subject to labour availability.

Our same day callout service will imply that we call out to investigate a breakdown or problem. Whilst we will endeavour to repair the fault or problem during this visit, this is not always possible. When the repair is a larger job or when parts need to be ordered, the actual time to make the repair may be longer.

During pandemics or epidemics, we will adhere to government guidance in terms of work and travel and may have to reschedule your booked visit or repair until such time as the restrictions have been removed.

ANNUAL INSPECTION

A service engineer will inspect the appliance specified once each year and clean and adjust them, as necessary. The first service counts as an annual service.

During the first inspection, should our engineers find a problem or fault that needs to be fixed, we will inform you about it.

BREAKDOWN LABOUR AND PARTS

Where included in the Home Plan, no charge will be made in respect of labour and parts used in repairing any reported fault.

MATERIALS AND SPARE PARTS

Shepley Ltd may supply and fit adequate replacement parts or components which are not the same as the parts being replaced. This could include reconditioned parts or parts from a different manufacturer. All parts fitted will be fit for purpose. When replacing smart heating controls, a direct replacement will be used where possible.

Shepley Ltd shall not be held responsible for any delay in the provision of spare parts by suppliers.

REPLACEMENT OF APPLIANCES

Wherever possible we will attempt to repair any appliances that are part of one of the service plans.

Where this is not either economically realistic or where parts are no longer available we will replace the boiler free of charge (parts and labour).

This boiler will be of the same type as the existing, but the make, model and KW input/output will be decided on by Shepley Ltd.

The new boiler will be fitted in the same position as the existing.

Any changes to the heating system, controls, gas pipe size, electrics and fluing to meet updated/current regulations would be chargeable.

Our service plans do not include a powerflush or a chemical flush, so this aspect of the installation would also be chargeable.

The decision to either repair or replace the boiler or appliance is at the sole discretion of Shepley Ltd. No boiler or appliance will be replaced for cosmetic reasons.

PRE-EXISTING PROBLEMS

The Home Plans do not cover any faults or design faults that:

existed when you first took out the agreement;

were already there when your boiler or the system was installed;

we told you about the problem before and you have not fixed it or it was not fixed to our satisfactory standard, or

we could not have reasonably known about the fault before, such as pipe work buried in the walls or floor.

MAKING IMPROVEMENTS

Our service plans only include repairing or replacing items when they stop working. It does not include any improvements or upgrades, such as swapping standard radiator valves for thermostatic, replacing working radiators for cosmetic reasons or upgrading standard controls to a smart control such as Nest or Hive.

BOILER MANUFACTURER GUARANTEE OR WARRANTY

If your boiler is covered by a manufacturer guarantee or warranty (or with any other third party), it is your responsibility to make sure that any work we do (or don't do) does not affect that guarantee or warranty.

OVERLAPPING SERVICES

The same services/items may appear in different service plans. Where this happens, no reduced price/discount is given.

INSURANCE

Shepley Home Plan - www.shepleyheating.co.uk

This is NOT an insurance policy or home insurance. Damaged cause to the fabric of your building, decoration, or belongings should be directed to your insurance company. Nothing in this agreement affects or limits your statutory rights as a consumer.

CONDITION OF THE CENTRAL HEATING SYSTEM, APPLIANCE, PLUMBING OR ELECTRICS

By accepting a central heating system, appliance or any other system components onto a service plan, it does not imply that it is installed satisfactory, to regulations, to manufacturer's instructions or to the high standards of Shepley Ltd. Shepley Heating does not accept any responsibility for any inadequacy due to the original design and makes no warranty as to the fitness for purpose or condition. Works needed to correct incorrect design, function or neglect are not included in the service plans.

During the first service visit, Shepley Ltd reserved the right to cancel the service plan and refund any moneys paid should the design and condition of the system or appliance not meet our standards or for any other reason such as age, accessibility or availability of parts.

ACCESS

Our engineers will only undertake works at your property if there is someone aged 18 years or older at the property at all times.

It is your responsibility to provide access to the property. If we have booked an appointment and we can't gain entry, we will charge you 1 hour for the missed visit. It will be your responsibility to contact us to reschedule an appointment. If you do not, the service plan agreement will continue.

You must make access to the boiler, cylinder and controls etc. as easy as possible. Moving boxes, bookcases, shelving, kitchen units, boxing around the boiler or appliance, towels, laundry and bedding etc. is not included in our care plans. An additional charge may be made if he have to do any of this to gain access.

SAFE WORKING CONDITIONS

Our engineers have a right to work in a safe environment. We won't work in any home where there are health and

safety concerns, for example: verbal or physical abuse or harassment, pest infestations, unattended dogs, smoking, or hazardous substances etc. We reserve the right not to return until the risk is gone.

We will not work in any property that has asbestos and will not return until it has been removed by registered experts (and you have shown us the certificate of removal).

AUTHORITY TO AGREE TO WORKS

If you are not going to be at the property, you must make sure there is a person over the age of 18 years who can give instructions to the engineer on your behalf.

OUR ENGINEERS AND USE OF SUB-CONTRACTORS

We will normally use our own employed engineers. However, Shepley Ltd reserves the right to use sub-contractors for any part of the services provided under this service plan. Any subcontractors used would be fully trained, qualified and experienced for the work they would be undertaking. All sub-contractors would also be vetted by Shepley Ltd and registered with the relevant associations ie: Gas Safe Register or NIC EIC.

LIMITATIONS OF OBLIGATIONS

Shepley Ltd shall not be liable if it is unable to carry out its obligations under the service plan due to industrial disputes or force majeure. Shepley Ltd shall not be liable for the cost of temporary accommodation cost, temporary secondary heating or for damage caused by a delay in attending.

COMPLAINTS

To make a complaint, please contact us as below:

Phone: 01295 279309

Email: Homeplan@shepleyltd.com

Mail: Shepley Limited (Home Plan). 125 Coopers Gate, Banbury, OX16 2WD

ENGLISH LAW

This agreement is bound by the laws in England and Wales and any disputes will be referred to the courts of England and Wales. Everything we write to you or speak to you about will be in English.

ENGLISH LANGUAGE

Everything we communicate with you (including the terms and conditions) will be in English.

DELIBERATE DAMAGE

We won't repair or replace any parts that have been deliberately damaged or misused. We will also not repair or replace other parts of the system that have been damaged as a result of the previous deliberate damage or misuse.

YOUR PERSONAL INFORMATION

???

GENERAL EXCLUSIONS (DEPENDING ON PLAN)

The following are excluded from the service plans unless implicitly stated (we still may be able to do the following but the parts and labour to do so would be chargeable):

Call outs during the evening/night, weekends and bank holidays.

We won't offer you cash in lieu of carrying out the annual service, repair or replacement.

Repairing or replacing items (and the damage caused) by someone other than us attempting a repair to the boiler, appliance or system.

Repairing or replacing the flue on any open flued appliances, vertical flues, chimneys and flue liners.

Repairing or replacing the flue on any room sealed appliance if the flue is longer than 1 meter, more than 3 meters from the ground or if access to the flue terminal is not easily and safely accessible from a ladder.

Replacing or connecting to steel, iron or lead pipe work.

Adjustments to time and temperature settings.

Resetting your controls and replacing batteries.

We are not responsible for any loss or damage caused by malicious or unintentional interference with the signal, internet communication or software of any boiler and controls, appliance or system.

We are not responsible for your internet connection, the strength of the signal to or from the controls, boiler and devices.

We are not responsible for repairing and replacing any networks hubs, internet router, smart speakers or any other voice controlled equipment.

Electrical elements in radiators or towel rails.
The replacement of purely decorative parts or the replacement of parts purely for decorative reasons.

The gas supply pipe and the size of the pipe.

Plumbing items such as showers and sanitary ware.

Supply of designer or curved radiators and towel rails and designer radiator valves.

Any parts of the system that were specifically designed for underfloor heating.

Any parts that are connected to or specifically designed for a swimming pool.

The routine refill / top-up of water in a sealed system (often referred to as re-pressurising the heating).

Replacing or topping up your system inhibitor unless we removed it.

Cost arising from the failure of the appliance or a system component (including pipe work) under the service plan, including damage caused by water leaks or fire.

Any defect caused by fire, lightning, explosion, flood, storm, tempest, wind, frost/snow/ice, impact, ingress, adverse weather conditions, prolonged weather conditions or any other

extraneous cause.

Descaling and any work arising from hard water scale deposits or from an ingress of debris/silt from the water supply main.

Damage to components or blockages caused by debris in the central heating system (including sludge/magnetite), poor quality heating water or a lack of system inhibitors.

Powerflush or chemical flushing of the heating system.

Damage caused by the failure of the gas, oil, water or electricity supply.

Consequential loss or damage arising as a result of a defect occurring in the central heating appliance or the system unless attributable to the negligence of Shepley Ltd.

We won't repair or replace steel, iron or lead pipe work.

Supplying or replacing smoke alarms, carbon monoxide alarms or replacing the batteries.

Replacing electrical cables and fuse boards that still work.

If we can't turn off your internal stopcock in your home to carry out any repair, it is up to you to get the water supplier to turn

it off. We will not work on the cold-water system in your home until this is done.

USEFUL CONTACTS

**For repairs, breakdowns or to book a service
01295 279309 option 1
or email homeplan@shepleyltd.com**

**If you have a gas leak, you smell gas or you suspect there is a carbon monoxide leak, call
0800 111999**



shepley limited

Shepley Limited
125 Coopers Gate, Banbury, OX16 2WD
Phone 01295 279309
homeplan@shepleyltd.com

www.shepleyheating.co.uk

Shepley Heating also...

install gas and oil boilers
service gas and oil boilers
repair gas and oil boilers
maintain central heating and plumbing systems

We are also **accredited engineers** to...



Check out our five star
customer reviews



Copyright 2021 Shepley Ltd. No part of this document may be reproduced or copied.