

C & E Electrical & Plumbing Limited

3Vineyard Grove, Finchley, N3 2EW



C & E Simple Care Policy Application

I Want C & E Electrical & Plumbing To Look After My Heating System

Name(Mr/Mrs/Miss/Ms)

Address

County Postcode

Tel. No. (day) Tel. No. (eve)

Mob. No. Email Address

I will apply simple care Yes No

Boiler Make of Appliance

Model

Serial No.

Other appliance 1

Other appliance 2

Comments

Price list:

Gas fired heating systems.....£125.00 per annum
 Each Additional Gas Appliance.....£ 50.00 per annum

I enclose cheque for £....., as payment for one year cover for my gas heating system and the additional appliances listed above. I understand that the additional appliances will be inspected on the first visit. I will be notify if there are any faults that need to be rectify and which are not covered by the contract.

Signed..... Date.....

For office use only			
Payment received	/	/	ref N
Amount	£		Letter send
Cheque No		Last Service	Service Date

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Schedule of Service provided – what is included in Simple care.

Schedule of Exceptions – what is not included

1) Introductory

Pre contract inspection – it is a condition of acceptance of this contract that systems meet our minimum requirements for inclusion on the scheme and are less than 12years old. After receipt of your completed application form we will arrange an appointment for our engineer to carry out a pre-contract inspection of your system to confirm it is acceptable.

“Waiting Time” – Breakdown cover under this contract will commence 30days after acceptance. Acceptance will be the date on which the pre-inspection has been passed.

The duration of this contract is 12months from the date of acceptance. It is a condition of annual renewal that systems meet our minimum requirements and are less than 12 years old.

2) Breakdowns

A “Breakdown” means the sudden and unforeseen failure of the boiler and associated central heating system as specified below. a rising from any permanent mechanical or associated electrical defect causing sudden stoppage of its function, necessitating repair or replacement before normal operation can be resumed.

In the event of a breakdown, we will diagnose the fault. Provide labour and parts necessary to restore the system to normal operation.

Parts covered are: Boiler parts, Radiators and valves. Room thermostat. Time Control (excluding energy management systems), Circulating pump and motorized valves.

The pre-contract inspection is not a safety check and no “Landlord’s Certificate” (CP12) will be issued. A full safety check and Landlord’s Certificate can be arranged at additional cost, details on request.

Failure to operate the system correctly, (for example setting of time-clocks) is not deemed to be a breakdown.

If for any reason no fault is found on the boiler or system you will be charged £75 if you call for emergency to our out of hour’s engineers.

This does not include replacement of the boiler, the heat exchangers on the boiler or replacement of the appliances where new or reconditioned spare parts are not readily available.

The following is not included:

- a) Faults caused by faulty original design or installation (unless system was installed by C & E Electrical & Plumbing Limited and has not since been modified),
- b) work needed because of hard water scale in the system, or aggressive water which has caused corrosion or other chemical attack.
- c) Repair of casing, decorative parts, paintwork, enamel, or other damage which does not affect the way the system work.
- d) Repair of accidental or malicious damage to the system howsoever caused.

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- e) Repair of damaged caused by fire, lighting, explosion, flood, storm or freezing weather conditions.
- f) Any part of the system which is difficult to get at safely impractical to maintain because of its position.
- g) Any part of the flue which is buried in, covered by, or part of the structure of the building,
- h) the gas supply pipe from the meter to the appliance
- i) The secondary flue and the flue terminal where the flue is not an integral part of the appliance.
- j) Household appliances fitted in commercial premises and appliances which are used for purposes for which they were not designed.
- k) Work caused by building alterations extensions or other changes to the installation which prevent it from working properly.
- l) Faults or damage caused by failure or re-instatement of gas, water or electricity supply.
- m) Any part of the domestic hot water supply from the boiler to the taps.
- n) Breakdowns which occur within 30days of the acceptance date.

3) Services

If your equipment passed the pre-contract inspection, your boiler will be serviced immediately following the inspection and during the same visit. For subsequent years we will notify you when a service is due.

We will Service the boiler and heating systems in accordance with our standard procedures and practices.

We will supply all Labour, Parts and materials for the service (with the exception of scale and rust inhibitors and associated labour and flushing agents.)

Breakdowns which result from system circulation problems and excessive sludge within the system are not covered. Any breakdowns caused as a result of sludge or bad circulation within the system is chargeable.

Scale and rust inhibitors, flushing agents and labour to drain and install them are not part of the normal service and are not included. Provision of these services will attract an additional charge if they are requested. Our service engineer will discuss this with you as appropriate and agree any extra cost before commencing the work.

4) Telephone Support

If you need guidance in operating the system we will do our best to help you over the telephone, without charge.

If our engineer has to visit for purposes of demonstrating correct operation of the system that is not covered by this contract and a charge will be made of £75 an hour.

5) General conditions:

Fraud: if any claim is found to be fraudulent, or if any fraudulent means or devices have been used by you or anyone acting on your

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behalf to obtain benefit under this contract, the contract will be terminated immediately without refund of any unexpired portion and C & E Electrical & Plumbing Limited will be entitled to payment at normal commercial rates for any work carried out and materials supplied as a result of the fraudulent action.

Cancellation: We may cancel this Contract by sending 14days notice in writing direct to you by Recorded Delivery to your last known address. Provided no claims for breakdown cover have been received, we will on your request, return to you a pro-rate refund corresponding to the unexpired period, less an administration charge of £ 15.00

Duty of Disclosure – Failure to disclose the correct information when the contract is issued may invalidate this contract. If you are in any doubt about what is material you should tell us, or ask our service manager.

Payment: Where the contract is paid by installments, it is a condition precedent to the company's liability that each installment shall be paid when due. Otherwise, cover will be forfeited and the contract shall be cancelled from the date when any unpaid installment was due if accepted.

Transfer of Cover: The contract fee is for a 12month period of cover and whether paid in a single payment, or by monthly installments the customer is liable for payment of the full amount. Should you wish to transfer the cover to another party (such as a new householder or tenant), you must notify us in writing at least 30 days prior to the intended date of transfer. Following our acceptance of the new party. The cover can be transferred. Where appropriate we will return to you a pro-rate refund corresponding to the unexpired period, less an administration charge of £15.00

6) Refund Policy:

All of Our contracts are guaranteed by a 14 day period which means you can cancel the contract within 14 days if you have a justifiable reason for being unsatisfied with the cover we provided. You will be entitled to a full refund of the amount you paid provided no claim has been made. The policy will be cancelled with effect from its date of issue.

Should you for any reason decide that the C&E Electrical & Plumbing does not meet all your necessary requirements, and then please contact us, either by post, telephone or fax.

All documents have to be return to us within 14 days of the purchase and we will ensure you receive a full refund of the cost of cover.

Tel: 0800 011 2159

Fax: 020 8 3714160

E-mail: customerservices@ceeh.co.uk

Post:

Customer services

3 Vineyard Grove

Finchley

London

N3 2EW