

STARTER

Boiler Care

Service Plans

£9.99/month

What's included Annual boiler service • Gas Safety Certificate • Priority support

- Full Annual Boiler Service
 - Gas Safety Certificate
 - Bleed & Balance System
 - Heating Filter Cleaned
 - Programmer Adjustment
 - 5% Discount on other work
 - 1hr Free Call Out *
 - Online Booking System
- No hidden fees. Cancel anytime.
- This document contains our service plan options, important information, and full Terms & Conditions.
- Full terms: <https://www.pkeeling.co.uk/service-plan-terms>

Sign up: <https://pay.gocardless.com/AL0003D1H91Z73>

MOST POPULAR

Boiler Care +

£23.99/month

What's included

- Full Annual Boiler Service
- Gas Safety Certificate
- Bleed & Balance System
- Heating Filter Cleaned
- Programmer Adjustment
- 10% Discount on other work
- Limited Free Call Outs*
- Parts & Labour Included
- Online Booking System
- Boiler Breakdowns
- Central Heating System

Sign up: <https://pay.gocardless.com/AL0003D1HA912G>

PREMIUM

Ultimate

£37.99/month

What's included

- Full Annual Boiler Service
- Gas Safety Certificate
- Bleed & Balance System
- Heating Filter Cleaned
- Programmer Adjustment
- 15% Discount on other work
- Unlimited Free Call Outs**
- Online Booking System
- Parts & Labour Included
- Boiler Breakdowns
- Central Heating System
- Plumbing Pipework
- Radiator Valves
- Toilet Flushes / Fill Valves
- Tap Washers

Sign up: <https://pay.gocardless.com/AL0003D1HC5HST>

Please read. These conditions apply to all service plans.

- * Unlimited and/or 1hr free call out can be used on an issue that is covered in the plan you choose. Discount is applied to any other works we may carry out for you, up to the total job value of £500. Subject to status.
- External drains on your boundary, not including excavation or high pressure jetting.
- Plumbing pipework covered up to your tap connectors. (Flexi tap connectors not covered.) Taps and showers not covered.
- Full Terms & Conditions: <https://www.pkeeling.co.uk/service-plan-terms>

Why choose our service plans

Save on Your Bills with Annual Checks

By having annual checks on your boiler and heating system, you can avoid costly repairs and ensure everything is working efficiently.

Keep Your Heating System & Home Safe

Our Homecare plans offer comprehensive coverage for your heating system and plumbing, ensuring your home stays safe and warm.

On-Demand Expert Care & Support

Our team of experts is ready to respond quickly, offering peace of mind with on-demand support whenever you need it.

These Terms & Conditions form part of your contract with PK Plumbing Limited.

1. Definitions

- Service plan – The type of plan you have chosen. See clause 2 for plan details.
- Boiler – An appliance at the domestic property that heats hot water and/or heating by Gas.
- Heating System – Hot water cylinder, heating pipework, pump, motorised valves, radiators, radiator valves, programmer/timers, cylinder stat, room stat, pressure controls.
- Plumbing System – Tap repairs, hot and cold water pipes, cold water tanks, toilet breakdowns, silicone seals on baths and showers, ball valves and float valves, stop cocks and gate valves, above-ground drainage.
- Start Date – The date stated on the contract as the start of the service plan.
- We / Us – PK Plumbing Limited.
- You / your / Customer – The customer that has taken out the contract.
- Force Majeure – Circumstances beyond our reasonable control (e.g. strikes, industrial action, labour or material shortages, traffic delays).
- Contract – The agreement between you and us for the service of works as per the chosen service plan in clause 2.

2. Type of Plan and What's Included

Boiler Care: Full Annual Boiler Service, Gas Safety Certificate, Bleed & Balance System, Heating Filter Cleaned (if without risk of filter damage), Programmer Adjustment, 5% Discount on other work, 1hr Free Call Out*, Online Booking System.

Boiler Care +: All of the above plus 10% Discount, Unlimited Free Call Outs*, Parts & Labour Included, Boiler Breakdowns, Central Heating System.

Ultimate: All of the above plus 15% Discount, Plumbing Pipework, Radiator Valves, Toilet Flushes/Fill Valves, Tap Washers.

3. Contract Renewal/Cancellation

Your contract is for a minimum of 12 months from the date of the first payment. Unless you tell us otherwise, this contract will automatically renew each year, subject to us accepting you onto the service plan. This contract will remain valid providing payment is continued by you, subject to clause 4.

4. Contract Invalidations

- If invalid or misleading information has been provided.
- If payment is not received within 7 days of the date due, your service plan will be cancelled and charges may apply.
- If on our first visit we find a fault with the system/systems.
- If we have advised that a permanent repair is needed and you have not acted to resolve it in an appropriate manner.
- Anyone other than our engineers/subcontractors carries out work on the system.
- If health and safety issues arise from your property or persons in the property.
- If work has been carried out by someone else on the system not authorised by us.

5. Acceptance onto One of Our Service Plans

Acceptance does not imply that the boiler, heating system, or plumbing system is installed to the relevant standards. We will not accept liabilities arising from the original design or installation and make no warranty as to the fitness for purpose.

6. Delays in Supply of Parts

We will not be liable for any delays in the supply of parts from our suppliers. Replacement parts may be fitted that are adequate but not necessarily the same as the defective part.

* Limits apply, see Clause 14. ** To be booked between March and August unless we agree otherwise. *** Unlimited call outs apply as long as there is a fault present. If we inform you the issue is not a fault or not covered and you call us out, we reserve the right to charge at our standard rates.