



Boilers & Controls

What's included:

- All repairs to:
 - A single natural gas or Liquid Petroleum Gas boiler, that's designed for home use and has a heat output capacity of up to 45kW.
 - 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 can't repair it and:
 - It's less than seven years old.
 - It's between seven and ten years old, we installed it and it's been continuously covered by Plumb Squad either under a warranty or Plumcare agreement.
 - It caught fire or exploded, providing you gave us access to carry out your annual service every year since we first covered you.
 - The customer will have to pay the cost of boiler.
- A replacement of the gas supply pipe and the controls that make your boiler work if we can't repair them.
- A replacement of the flue including the flue terminal up to one metre in length if we can't repair it.
- A first service or annual service.
- Accidental damage.

What's not included:

- Fixing your showers, their parts and shower pumps unless you supply the parts.
- Repairing or replacing the flue including the flue terminal if it's over one metre in length.
- Any part of your boiler and controls which directly supplies a swimming pool.
- Repairing or replacing air or ground source heat pumps.



Plumbing

What's included:

- All repairs to the plumbing system on your property including:
 - The hot and cold water pipes between your internal stopcock up to, and including your taps and garden taps and the flexible pipes to your kitchen appliances.
 - The hot water cylinder and cold water tanks including immersion heaters, toilet siphons, isolation, ball and radiator valves; and
 - The water supply pipe from the boundary of your property to your home.
- A replacement of parts that we can't repair. We will replace a pair of taps to a single item of sanitary ware where only one can't be repaired.
- Accidental damage.

What's not included:

- Spa baths, seals and 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.
- Swimming pools, fountains, ponds or water features, garden irrigation systems, free standing garden taps and the water pipes running to or from them.
- Plumbing in your outbuildings.
- Saniflows.

Drains



What's included:

- Repairing and unblocking drains to restore flow.
- Repairing leaks to internal waste water pipes and external soil and vent pipes.
- A replacement of parts that we can't repair.
- Accidental damage.

What's not included:

- Rainwater guttering and down pipes, manholes and their covers, soakaways, septic tanks, cesspits, drainage pumps, treatment plants and macerators and their outflow pipes.
- Roots in drains.
- Shared drains.

Other Information



Plumbing Home Cover 0207 206 2579

What's included:

- Up to £100 of parts are covered, any excess thereafter will be made up by customer. All labour is covered.
- We will repair showers but the customer is responsible for sourcing spares unless stated otherwise.
- Landlord rates may vary and standard cover covers just one property only. For multiple properties there must be multiple plans“(one per property).
- The 12 month or 24 month plans must be honoured. Early termination must be approved by Plumb Squad
- Plumb Squad is not liable for any damage to or within the property where the works are carried out. This is a callout service covering labour, not insurance or replacement.
- Plumb Squad promises to respond within 24 hours, when it is deemed an emergency, and to do everything we can to see the property on the same day, however cannot be held to do so.
- Properties with a boiler over 7 years old will not be eligible to receive this service unless agreed to after a house visit.
- Plumb Squad will not replace boilers within the plumb care plan.
- Annual landlords gas safety certificate.