



### The Hewer FM Promise

Our commitment is to provide a safe, responsive and high quality repair and maintenance service in the event of any system breakdown covered by the Failsafe plan.

### A summary of the Failsafe Plan for Central Heating Care

This service is for a single wet- or warm-air gas, or electric, central-heating system and includes:

- Labour and parts for repairs if your system breaks down.
- Yearly service, safety and performance inspection for Failsafe Central Heating Care and Gas Appliance Care
- No call-out limit
- 24 hour customer helpline
- Maintenance advice
- The cost of repairs to the radiators, pipework above the ground, radiator valves, expansion tanks or standard indirect hot water cylinder.

You can qualify for discounts if you have had a Failsafe agreement for more than two years, as long as you have had no more than two call-outs in the previous agreement year. There is no age limit on your boiler and it does not matter who installed it, as long as all the essential working parts are available. In the event of your boiler failing, we will supply and fit a replacement boiler if we decide that it would not be economical to repair the existing boiler, which must be less than seven years old. The Failsafe Plan only covers appliances that are in domestic use.



complete peace of mind  
TERMS AND CONDITIONS

Hewer Facilities Management Ltd,  
39-41 Hatherley Road, Gloucester GL1 4PN  
**Telephone:** 01452 525854 **Fax:** 01452 411611  
**Email:** care@failsafeplan.co.uk

[www.failsafeplan.co.uk](http://www.failsafeplan.co.uk)



## Additional Failsafe Options you can choose:

### Boiler Care

- A Yearly boiler service and safety inspection

### Boiler and Control Care

- In addition to your annual boiler service and safety inspection you get a breakdown repair service for your boiler, pump, programmer, timer and any of the electrical temperature controls. The cost of callouts, parts and labour are covered under this option. You also have the peace of mind of knowing that the number of callouts you can have is unlimited.

### Plumbing Care

This service, inside your home, includes repair to

- Hot and cold water pipes
- Cold water storage tank
- Leaking overflow pipes
- Standard ball valve and toilet siphon
- Burst pipes due to cold weather
- Central Heating pipes
- Radiator valves
- Washing machine hose connectors (assuming correct installation)

### Gas Appliance Care

This service covers domestic boilers, fires, water heater, wall heaters and cookers.

The service includes a yearly inspection of your appliance but does not include labour and parts for breakdown

### Home Electrical Care

This service covers repair to electrical wiring and internal electrical fittings and fixtures, including

- Fixed electrical wiring system (assuming correct installation)
- Fuse boxes
- Light switches
- Wall sockets
- Light fittings
- Circuit breakers
- Transformers

This service does NOT include a yearly inspection but does cover labour and parts for repair. Standard equivalent replacement parts will be supplied.

### Period of Agreement.

If payment is made by direct debit, the agreement runs until it is cancelled by either party

For all other payment methods, the agreement runs for twelve months from the date you register with the plan.

### Start date

Your agreement begins as soon as we process your application.

### Initial Safety Inspection

The initial safety inspection will assess the condition of your system and/or appliances. Our engineer will normally do this inspection within 28 days of the beginning of your agreement and will complete a check list and identify to you what has been checked. If the inspection reveals any faulty equipment or system problems we may

- Explain the problem and quote for the repair work
- Offer an agreement without including the faulty parts
- Cancel the agreement and refund your money

### Yearly inspection

We will normally carry out your first yearly safety and performance inspection at

the same time as the initial inspection. Subsequent yearly inspections will be made around the same time each year whenever possible.

### Renewal and Cancellation

If you pay each year - by cash, cheque, credit or debit card we will contact you before the 12-month prepaid period ends, with details of any changes to the price and terms and conditions, and offer you the chance to confirm your renewal. (If you pay by monthly direct debit, your agreement runs until you tell us that you would like to cancel, or if we cancel the agreement (see "Cancellation"). You may cancel the agreement at any time. We will write to tell you about any changes to the terms and conditions or prices.

### We may cancel your agreement if:

- you have given false information
- you do not make an agreed payment
- we find something wrong at the initial safety inspection
- we are not reasonably able to find parts to keep your system or appliance working safely, or
- circumstances arise which make it inappropriate for the contract to continue.

### If that happens, we will:

- give you a full refund if we find something wrong at the initial safety inspection, or
- give you a refund based on how long is left of any 12-month cash, cheque, credit or debit card payment.

If you cancel your agreement with us, we will not normally give a refund.

However, you are entitled to a full refund if you cancel within seven working days of taking out the agreement, as long as no work has been done.

If you cancel your agreement after we have done work, we may charge you an amount that brings your total payments up to 40 if we have also carried out an initial safety inspection (or 25 if we have not).

### Spare parts

If we do not carry the spare parts your repair needs on the day we will do all we reasonably can to find parts from our suppliers. We may use an approved alternative or parts that have been reconditioned by the original manufacturer.

### Labour

All work will be carried out by engineers employed by Hewer FM Ltd.

### Landlord's safety records

By law, a landlord must carry out a gas safety check every 12 months on all gas appliances owned in the property to be let and hold a valid safety record to prove this. If you are a landlord with residential tenants, it is your responsibility, every year, to make sure that you have proof that your property meets the gas safety regulations. We can carry out the inspections that are needed under these regulations at the same time as the yearly inspection. In order for us to do this, you must have a valid and separate Central Heating Care or Gas Appliance Care or Gas Appliance Check (whichever applies) agreement with us for every gas appliance you own in the rented property. After the necessary inspections on all the gas appliances, we will then give you, in writing (for a small extra fee), a Gas Safety Record, showing that we have done a safety inspection on all gas appliances you own, which will include details of any faults we have found and any repairs that are needed.

### Using personal information

Information you provide or we hold (whether or not under this contract) may be used by us, our employees or agents to:

- identify you when you phone us
- help run any accounts, services and products offered now or in the future
- help us to detect fraud or loss, and
- write to, e-mail or phone you with information about other services and products we and our partners offer. We will not contact you in this way if you have previously told us not to do so.

### Third-party rights

Nobody other than you will be able to benefit from this agreement.

### Our responsibilities

We will meet our responsibilities under this agreement within a reasonable time unless it is impossible for us to do this because of circumstances outside our reasonable control. In particular, we will not be responsible for delays caused by our suppliers or their agents.

If we decide that it would cost more to repair your boiler than its current value or the cost of a replacement (which ever is lower), instead of repairing it we may decide to contribute an amount up to £750 towards a similar new replacement boiler.

Age of boiler contribution (or the cost of a similar replacement\*)

Up to four years old 100%

Four to eight years old 50%

Over eight years old 20%

\*up to £750

### Exclusions

The Failsafe agreement does not include the following.

### Under all Failsafe options:

- replacing appliances (apart from boilers)
- improvements
- decorative or other parts which do not affect how the system or appliance works
- resetting controls (for example, thermostats and programmers following winter or summer time changes)
- replacing (where a repair is not possible) lead or steel pipes other than the gas supply from your meter to the appliance
- repairing faults or clearing blockages if we have told you permanent repairs are needed to make sure your appliance or system works properly
- removing asbestos associated with repairing the appliance or system
- cash alternative on any benefits
- repairing any damage caused by our work unless we have been negligent, and
- repairing or replacing appliance flues.

- Also, following our work, redecoration may be needed. This will be your responsibility and is not included.

## Under Failsafe Central Heating Care, Plumbing Care, Gas Appliance Care and Home electrical Care

- removing sludge or hard-water scale from the boiler or system.
- claims arising from using your equipment in a non-domestic or commercial environment unless we agree to the use in writing beforehand.
- cost if no fault is found with your equipment.
- clearing airlocks and partially or fully blocked pipes, balancing and venting radiators or work caused by equipment which is not installed correctly.
- loss or damage caused by your equipment not working.
- cost arising from difficulties in getting to the equipment. This includes pipework under floor boards or pipework contained in the fabric of the building.
- fuel lines to the boiler and the flue system from the boiler.
- hot water cylinders that hold more than 40 gallons or 182 litres.
- unvented pressurised cylinders.
- boilers exceeding 65kw (220,000 btu/hr)
- claims arising from fan convector heaters or towel heaters/rails.
- repairing or replacing parts of your central heating system and controls that are specifically designed for piped or electric underfloor heating.

## Under Plumbing options:

- repairing or replacing washers in taps
- repairing or replacing the mains cold-water stopcock, water softeners, shower pumps and mixer valves, water filters, radiators, cylinders, swimming pools, decorative garden features, garden taps, rainwater pipes and guttering, sanitary ware such as wash basins, and Saniflo electrical units for toilets
- repairing or replacing soakaways, cesspits, treatment plants and their outflow pipes, and
- if we have to dig on your property, we will fill in any holes and leave the ground level but we will not necessarily replace the original surface or construction.

## Under Electrical Options:

- repairing controls, pumps, detectors, timers and programmers. Under Home Electrical Care electrical appliances, including showers, are not included
- repairing or replacing the mains supply
- work that is needed to bring your system up to current standards, for example, rewiring
- repairing the power supply between your home and outbuildings on your property, and
- decorative features, for example, lampshades, which are not part of the wiring system.

## Design or existing faults

The cost of repairs needed because of design faults (unless we are responsible), or faults which existed before you entered into the agreement.

## Third-party damage

The cost of repairs relating to damage caused by you or someone else.

## Consequential loss

Unless we are responsible for it, loss or damage to property caused by the appliance, boiler or system breaking down (for example, damage to furniture caused by water leaks).

## Normal insured risks

The cost of repairing faults or damage caused by freezing weather conditions (except certain repairs included in Plumbing Care), subsidence, structural repairs, accident, fire, lightning, explosion, flood or storm. The cost of repairing damage caused by changes to, or problems with, the gas, electricity or water services. You should check your household insurance to make sure you have enough cover for these risks.

## Central-heating improvements

Your agreement includes repairing and maintaining the equipment included in the service agreement. It does not include improving the equipment.

Hewer FM Ltd will advise on any improvements to heating systems that may help to increase the life of your system, cut down on running costs and help the environment.

## Replacing the boiler

Upgrading the system and energy-efficiency improvements Powerflush™

We will charge you to carry out this work that is undertaken as a result of our improvement recommendations. Our engineer will also tell you what other remedial work is needed to avoid further problems.

## Guarantees

Our guarantees do not affect your legal rights.