


serviceteam

London's favourite property maintenance company



Maintenance Plan Agreements

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1. Introduction to your Terms and Conditions

Serviceteam's HomePlan Maintenance Cover plans are designed to provide you with you a reliable repair and maintenance service. These terms and conditions are designed to ensure that our agreement with you is transparent and easy to understand. It's therefore important that you read these terms and conditions carefully, together with your Maintenance Summary Document which confirms the plans you have elected to purchase. These terms and conditions these form the basis of your Agreement with us. You should contact us at the earliest opportunity if anything on your Summary Document is incorrect.

2. Definitions used in Your Terms and Conditions

Certain words in this document have specific meanings as show below:

Agreement: The plan under which we are providing maintenance cover.

Validity Period: The period between which your Agreement begins and ends. The validity period will usually begin on the date we accept your application and normally runs for twelve months.

Annual Service: A visit that we will carry out every year to check that the appliance(s) included in your Agreement is (are) safe and in good working order.

Domestic Purposes: The property must only be used for living purposes and is not used in any way as a business, or somewhere used to undertake a trade or a profession.

Business Purposes: The property must only be used as a business premises or somewhere used to undertake a trade or a profession, and must have a floor size of no more than 1000ft².

Landlord Purposes: The property must be rented out for domestic purposes, and must not be divided into separate dwellings. The property must be served by one boiler with an input value of up to 70kw.

Initial Service: A visit we carry out towards the beginning of your Validity Period to confirm that we are prepared to offer you a Maintenance Plan.

Premises: The place where you live or a home you own that is a private domestic property, including any covered garage connected to your home, or a business premises that you operate from, or a property that you are renting out. This will be the only premises covered under your Agreement.

We, us, our means Serviceteam Limited.

Statement: A written statement you receive from us that confirms the Plans you hold, and the price for these Plans.

You or your means the person named on your Statement, together with the members of your household who normally live with you, or the person who is entitled to enter this

agreement on behalf of a business or landlord if you have purchased a Landlord and Small Business Plan product.

The Terms and Conditions contained within this document are governed by the laws of England and Wales.

3. General Terms and Conditions

3.1 Validity Period

The period between which your Agreement begins and ends. The validity period will usually begin on the date we accept your application and runs for twelve months. Repairs and call outs that are necessary within the first 14 days of the start of the Agreement are not covered. You may not terminate your Agreement before the twelve month period has expired.

3.2 Price and Price Changes

Your cost of your Agreement is set out in your Statement and will not change during your Validity Period. You can choose to pay for the cost of your Agreement either monthly or annually. We will usually collect payment from the credit or debit card that you choose to pay your first payment with. We will not make any charge for handling a payment made by debit card, but we will add a premium to credit card payments, the rate at which will not change during the Validity Period and is available from our website at <http://www.serviceteam.co.uk/terms>

We generally do not accept payment by any other means unless by prior agreement. Any other payment methods we choose to accept may also be subject to a handling fee, the rate of which will be communicated to you before your first payment and will remain the same for the duration of the Validity Period.

3.3 Renewals

Unless you tell us in writing, we will automatically renew your plan every year and continue to collect payment using the same method as above. Before the end of your Period of Agreement, we will write to you to tell you about any changes to what is included in your Agreement or any changes to your prices for the next year.

You must give us at least one month's notice before your renewal date if you do wish to renew your service, otherwise you will be liable to the renewal fee for the next year.

3.4 Domestic Purposes

HomePlan Agreements are only available for appliances and systems used inside your home for Domestic Purposes. If you own a domestic property which you rent out, you must take out a Landlord and Small Business Plan. Domestic Premises which are rented out are not eligible for a HomePlan Agreement. HomePlan Agreements only cover one boiler up to 70kw in input value.

3.5 Business Purposes

Landlord and Small Business Plan Agreements only cover boilers up to 70kw in input value. Commercial boilers and boilers over 70kw are not covered by this Agreement. Only one boiler under 70kw input value is covered per Agreement. If you have purchased Landlord and Business Plan Total, only one consumer unit (commonly known as a 'fuse board' is covered.

3.6 Landlord Purposes

Landlord and Small Business Plan Agreements only cover boilers up to 70kw in input value. Commercial boilers and boilers over 70kw are not covered by this Agreement. Only one boiler under 70kw input value is covered per Agreement. If you have purchased Landlord and Business Plan Total, only one consumer unit (commonly known as a 'fuse board' is covered.

3.7 Guarantees

We guarantee to make good any faulty parts or faulty workmanship for a period of three months from the date we completed your repair. The rights in relation to any guarantee we give you apply in addition to, and do not affect, your legal rights under the Sales of Goods Act 1979 and Supply of Goods and Services Act 1982.

3.8 Moving premises

If you move from a Premises which is covered under your Agreement, you must tell us as soon as possible about any change of address. Once we receive new address details from you for your new Premises we will cancel your Agreement at your previous address and set a new Agreement up to cover your new address.

If you move in the middle of a twelve month period, pay monthly, and do not decide to take out an identical Agreement at your new Premises, we will charge you the remainder of the outstanding balance.

We will also arrange a Initial Service for your new Premises.

3.9 Initial Service

Within 28 days of the start date of your Agreement we will arrange to inspect your boiler and controls or gas central heating system or gas appliance (depending on what is included in your Agreement), to ensure that we can include them in your Agreement and that they are safe and in good working order. Under certain circumstances, such as high demand this time period may be extended.

Our engineer will complete a service or breakdown log to detail what has been inspected. If your Initial Service reveals a problem (such as older boilers where we cannot obtain replacement parts, systems that are unsafe or appliances which we are unable to get to) we may:

- Advise you what work is needed in order to get your appliance up to standard, and how much it will cost you for us to complete that work;
- Offer you an alternative plan excluding the parts of your system which we cannot include in your Agreement;
- Decline to offer you a plan, cancel your Agreement and refund any money you have paid

We may also decline to offer you a plan if, after having completed an Initial Service, our engineer decides that your system will be uneconomical for us to cover under a maintenance plan. If this is the case, we will refund any money you have paid and charge you for any work that has been undertaken at our current pricing rates as advertised on our website at <http://www.serviceteam.co.uk/rates.asp>.

3.10 Annual Service

We will visit your Premises once per year within the Validity Period of your Agreement to inspect your boiler and controls, gas central heating system or gas appliance, or electrics (depending on what is included in your Agreement). This is to help make sure that they are safe and in good working order.

We will not normally carry out an Annual Service if we have already carried out an Initial Service or Annual Service at the same Premises in the previous twelve months.

We will remind you by e-mail if your annual service is due, and it is your responsibility to contact us to arrange a convenient time for us to complete this service.

4. Cancelling your Agreement

4.1 Your right to cancel

You may cancel your Agreement with us at any time by calling us on 0800 599 9750 or by writing to us at:

Serviceteam Limited
HomePlan Maintenance Dept.
160-164 Gray's Inn Road
London
WC1X 8ED.

4.2 If you cancel your agreement within the first 14 days:

We will give you a full refund of any charges you have paid us for your plan, unless we have carried out work already, in which case you will be charged for any work that has been undertaken at our current pricing rates as advertised on our website at <http://www.serviceteam.co.uk/rates.asp>

4.3 If you cancel your agreement after the first 14 days:

You will be charged the remaining balance in full up to the end of the Validity Period, and this charge will be taken from whichever payment method you have previously specified.

4.4 Our right to cancel this Agreement

We may choose to cancel your Agreement under the following circumstances:

1. If you have given us false information about your system or circumstances
2. If you miss a payment for the Agreement
3. If we invoke our rights under Section 3.8 of this Agreement and decline to cover your system
4. If covering your system would give rise to Health and Safety issues for our engineers
5. If our engineer decides that your appliance is too old to cover.
6. If we cannot find parts for your system or appliance

If we cancel your Agreement for points 4.4.1, 4.4.2 or 4.4.4 you will not be entitled to a refund of your payments. If we cancel your Agreement for any other reason you will be entitled to a refund for any unused period.

5. General Exclusions

5.1 Existing faults or inherent design faults

We will not be responsible for the cost of repairs to your system if in the opinion of our engineer there is a design fault (for instance, the appliance was incorrectly installed in the first place, or the appliance is designed in an unusual way). We will not be responsible for the cost of repairs to your system for faults which existed before you entered into this Agreement, or faults which we could not reasonably identify on your Initial Service.

5.2 Accidental damage, third party damage and owner damage

We will not cover the cost of repairs relating accidental damage by you, or anyone else, including damage caused by a third party.

5.3 Other losses and damage

Your cover is strictly limited to repair and maintenance of the systems and appliances contained within your plan and does not cover damage caused by leakage, damage caused to the appliance itself, fixtures, fittings and furniture by the appliance breaking, falling, or dropping, any cleaning needed due to a leakage, explosion, smoke, or corrosion.

5.4 Making good

Where reasonably possible, we will make good any holes and re-level any surface that we have had to expose in order to repair your appliance, however we will not cover any redecoration or construction work.

5.5 Cover provided by household or other insurance policies

We will not include the repairing of any part of your system which could be reasonably expected to be included in an insurance policy, including damage caused by freezing weather, structural damage, lightning, flood, fire, explosions, accidents or subsidence. You are advised to ensure that your insurance policy covers these risks should you require this level of cover.

6. Plan specific Terms and Conditions

These terms and conditions apply specifically to the plan that you have selected and are in addition to the rest of the Terms and Conditions in this Agreement.



HomePlan Essential

This plan is designed to meet the needs of householders who want protection in place if there are various problems with their boiler and controls on a repair-only basis. It is not a replacement for an insurance policy.

- One Annual or Initial Service per year is included in this plan
- We will not cover breakdowns in the first 14 days of your first Period of Agreement.
- We will cover repairs to one domestic gas boiler (up to 70kw input) and controls if that boiler breaks down in your Premises.
- Labour – We will cover your boiler for up to 8 hours worth of labour or six separate visits
- We will charge you for replacements parts that are necessary to effect a repair with as discount of 20%
- We will repair your appliance as long as all the essential working parts are available and the appliance is on our approved list.
- Costs up to £500 (including VAT) we would have to pay to get access to your system and appliance to carry out a repair (for example, pipes buried in walls or built-in appliances).
- Making good damage caused by gaining necessary access means filling to make level but does not include any redecoration
- We do not include the cost of getting to your appliance if your system is inaccessible due to a design fault.

HomePlan Essential Exclusions

- The cost of replacing an irreparable boiler is not included.
- Removing sludge or hard-water scale from your system or appliance.
- Repairing damage caused by scale, sludge or other debris if we have told you on a previous visit that permanent repairs, improvements or a powerflush are needed to help make sure your appliance or system works properly.
- Repairing or replacing appliance flues, or flue terminals that are not a part of the flue system, other than room-sealed appliance flues (up to 1 metre in length).
- Servicing and maintaining electric boilers.
- Repairing or replacing parts of your central heating system and controls that are specifically designed for piped or electric under-floor heating
- Any boiler over 70kW and/or not purpose built for Domestic Purposes
- Kitchen appliances are not covered.



HomePlan Extra

This plan is designed to meet the needs of householders who want protection in place if there are various problems with their boiler and controls and central heating on a repair-only basis. It is not a replacement for an insurance policy as it contains key exclusions as outlined below:

- One Annual or Initial Service per year is included in this plan
- We will not cover breakdowns in the first 14 days of your first Period of Agreement.
- We will cover repairs to one domestic gas boiler (up to 70kw input) and controls, hot water system including up to eight radiators and hot water tank if they break down in your Premises.
- Labour – We will cover your boiler and central heating system for up to 10 hours worth of labour or eight separate visits
- We will charge you for replacements parts that are necessary to effect a repair with a discount of 50%
- We will repair your appliance as long as all the essential working parts are available and the appliance is on our approved list.
- The cost of replacing an irreparable boiler is not included.
- Costs up to £500 (including VAT) we would have to pay to get access to your system and appliance to carry out a repair (for example, pipes buried in walls or built-in appliances).
- Making good damage caused by gaining necessary access means filling to make level but does not include any redecoration
- We do not include the cost of getting to your appliance if your system is inaccessible due to a design fault.

HomePlan Extra Exclusions

- The cost of replacing an irreparable boiler is not included.
- Removing sludge or hard-water scale from your system or appliance.
- Repairing damage caused by scale, sludge or other debris if we have told you on a previous visit that permanent repairs, improvements or a powerflush are needed to help make sure your appliance or system works properly.
- Repairing or replacing appliance flues, or flue terminals that are not a part of the flue system, other than room-sealed appliance flues (up to 1 metre in length).
- Servicing and maintaining electric boilers.
- Repairing or replacing parts of your central heating system and controls that are specifically designed for piped or electric under-floor heating
- Any boiler over 70kW and/or not purpose built for Domestic Purposes
- Kitchen appliances are not covered.



HomePlan Total

This plan is designed to meet the needs of householders who want protection in place if there are various problems with their boiler and controls, central heating, plumbing and electrics on a repair-only basis. It is not a replacement for an insurance policy as it contains key exclusions as outlined below:

- One Annual or Initial Service per year is included in this plan
- We will not cover breakdowns in the first 14 days of your first Period of Agreement.
- We will cover repairs to one domestic gas boiler (up to 70kw input) and controls, hot water system including up to eight radiators and hot water tank if they break down in your Premises.
- following are included in your Agreement:
- Repairing electrical wiring and electrical fixtures inside your Premises. This covers the fixed electrical wiring system and fuse boxes, light switches, wall sockets, light fixtures, circuit breakers and transformers.
- Parts and labour are included for fitting standard replacement parts.
- Dealing with outside security and doorway lighting fitted less than ten metres above ground level.
- Repairs to electric doorbells (not including door-entry systems), bathroom extractor fans and smoke alarms connected to the wiring of your Premises.
- Costs up to £500 (including VAT) we would have to pay to get access your system or appliance to make a repair Labour
- We will cover your boiler and central heating system, plumbing and electrics for up to 12 hours worth of labour or ten separate visits.
- Parts costs are limited to £500 per year.
- We will repair your appliance as long as all the essential working parts are available and the appliance is on our approved list.
- The cost of replacing an irreparable boiler is not included.
- Costs up to £500 (including VAT) we would have to pay to get access to your system and appliance to carry out a repair (for example, pipes buried in walls or built-in appliances).
- Making good damage caused by gaining necessary access means filling to make level but does not include any redecoration
- We do not include the cost of getting to your appliance if your system is inaccessible due to a design fault.
- Repairs or replacements inside your Premises if there are leaks or a mechanical failure
- Hot and cold water pipes from the mains stopcock inside your Premises leading to your taps and garden taps;
- Cold-water storage tank;
- Leaking overflow pipes;
- Standard ball valves and toilet siphon;
- Central heating water pipes if there is a water leak;
- Radiator valves;
- Hot-water cylinders and immersion heater

HomePlan Total Exclusions

- The cost of replacing an irreparable boiler is not included.
- Removing sludge or hard-water scale from your system or appliance.
- Repairing damage caused by scale, sludge or other debris if we have told you on a previous visit that permanent repairs, improvements or a powerflush are needed to help make sure your appliance or system works properly.
- Repairing or replacing appliance flues, or flue terminals that are not a part of the flue system, other than room-sealed appliance flues (up to 1 metre in length).
- Servicing and maintaining electric boilers.
- Repairing or replacing parts of your central heating system and controls that are specifically designed for piped or electric under-floor heating
- Any boiler over 70kW and/or not purpose built for Domestic Purposes
- The cost of replacing an irreparable boiler is not included.
- Replacing ceramic discs in taps which are deemed as user serviceable parts
- Replacement of taps
- Replacement of bath and shower seals and grouting
- Replacement of parts where a replacement boiler would be more economical.
- Replacement of water softeners, shower pumps, mixer valves, combined overflow and pop-up waster mechanisms
- Replacement of electrical hot water pumps or any device designed to increase mains pressure.
- Replacement of water filters, radiators, garden features such as pond pumps, rainwater pipes, guttering, waste disposal units, macerators.
- Water pipes to and from outbuildings, fountains, swimming pools, ponds, garden taps, rainwater pipes, roofs.
- Repairing corroded pipes
- Any parts of your drainage system including, but not limited to water supply pipes, manholes, soak-aways, septic tanks, cesspits, treatment plants
- Frozen pipes
- Repairing controls, pumps, detectors, timers programmers and electric showers
- Repairing or replacing the mains supply up to the fuse box
- Repairing the parts of the power supply between your Premises and any outbuildings which are outside of the building
- Repairing wiring encased in lead or rubber.
- Kitchen appliances are not covered.



Landlord and Small Business Plan Essential

This plan is designed to meet the needs of householders who want protection in place if there are various problems with their boiler and controls on a repair-only basis. It is not a replacement for an insurance policy.

- One Annual or Initial Service per year is included in this plan
- We will not cover breakdowns in the first 14 days of your first Period of Agreement.
- We will cover repairs to one gas boiler (up to 70kw input) and controls if that boiler breaks down in your Premises.
- Labour – We will cover your boiler for up to 8 hours worth of labour or six separate visits
- We will charge you for replacements parts that are necessary to effect a repair with as discount of 20%
- We will repair your appliance as long as all the essential working parts are available and the appliance is on our approved list.
- Costs up to £500 (including VAT) we would have to pay to get access to your system and appliance to carry out a repair (for example, pipes buried in walls or built-in appliances).
- Making good damage caused by gaining necessary access means filling to make level but does not include any redecoration
- We do not include the cost of getting to your appliance if your system is inaccessible due to a design fault.

Landlord and Small Business Plan Essential Exclusions

- The cost of replacing an irreparable boiler is not included.
- Removing sludge or hard-water scale from your system or appliance.
- Repairing damage caused by scale, sludge or other debris if we have told you on a previous visit that permanent repairs, improvements or a powerflush are needed to help make sure your appliance or system works properly.
- Repairing or replacing appliance flues, or flue terminals that are not a part of the flue system, other than room-sealed appliance flues (up to 1 metre in length).
- Servicing and maintaining electric boilers.
- Repairing or replacing parts of your central heating system and controls that are specifically designed for piped or electric under-floor heating
- Any boiler over 70kW and/or not purpose built for Domestic Purposes
- Kitchen appliances are not covered.



Landlord and Small Business Plan Extra

This plan is designed to meet the needs of householders who want protection in place if there are various problems with their boiler and controls and central heating on a repair-only basis. It is not a replacement for an insurance policy as it contains key exclusions as outlined below:

- One Annual or Initial Service per year is included in this plan
- We will not cover breakdowns in the first 14 days of your first Period of Agreement.
- We will cover repairs to one gas boiler (up to 70kw input) and controls, hot water system including up to eight radiators and hot water tank if they break down in your Premises.
- Labour – We will cover your boiler and central heating system for up to 10 hours worth of labour or eight separate visits
- We will charge you for replacements parts that are necessary to effect a repair with a discount of 50%
- We will repair your appliance as long as all the essential working parts are available and the appliance is on our approved list.
- The cost of replacing an irreparable boiler is not included.
- Costs up to £500 (including VAT) we would have to pay to get access to your system and appliance to carry out a repair (for example, pipes buried in walls or built-in appliances).
- Making good damage caused by gaining necessary access means filling to make level but does not include any redecoration
- We do not include the cost of getting to your appliance if your system is inaccessible due to a design fault.

Landlord and Small Business Plan Extra Exclusions

- The cost of replacing an irreparable boiler is not included.
- Removing sludge or hard-water scale from your system or appliance.
- Repairing damage caused by scale, sludge or other debris if we have told you on a previous visit that permanent repairs, improvements or a powerflush are needed to help make sure your appliance or system works properly.
- Repairing or replacing appliance flues, or flue terminals that are not a part of the flue system, other than room-sealed appliance flues (up to 1 metre in length).
- Servicing and maintaining electric boilers.
- Repairing or replacing parts of your central heating system and controls that are specifically designed for piped or electric under-floor heating
- Any boiler over 70kW and/or not purpose built for Domestic Purposes
- Kitchen appliances are not covered.



Landlord and Small Business Plan Total

This plan is designed to meet the needs of small businesses who want protection in place if there are various problems with their boiler and controls, central heating, plumbing and electrics on a repair-only basis. It is not a replacement for an insurance policy as it contains key exclusions as outlined below:

- One Annual or Initial Service per year is included in this plan
- We will not cover breakdowns in the first 14 days of your first Period of Agreement.
- We will cover repairs to one gas boiler (up to 70kw input) and controls, hot water system including up to eight radiators and hot water tank if they break down in your Business or Rented Property.
- following are included in your Agreement:
- Repairing electrical wiring and electrical fixtures inside your Premises. This covers the fixed electrical wiring system and fuse boxes, light switches, wall sockets, light fixtures, circuit breakers and transformers.
- Parts and labour are included for fitting standard replacement parts.
- Dealing with outside security and doorway lighting fitted less than ten metres above ground level.
- Repairs to electric doorbells (not including door-entry systems), bathroom extractor fans and smoke alarms connected to the wiring of your Premises.
- Costs up to £500 (including VAT) we would have to pay to get access your system or appliance to make a repair Labour
- We will cover your boiler and central heating system, plumbing and electrics for up to 12 hours worth of labour or ten separate visits.
- Parts costs are limited to £500 per year.
- We will repair your appliance as long as all the essential working parts are available and the appliance is on our approved list.
- The cost of replacing an irreparable boiler is not included.
- Costs up to £500 (including VAT) we would have to pay to get access to your system and appliance to carry out a repair (for example, pipes buried in walls or built-in appliances).
- Making good damage caused by gaining necessary access means filling to make level but does not include any redecoration
- We do not include the cost of getting to your appliance if your system is inaccessible due to a design fault.
- Repairs or replacements inside your Premises if there are leaks or a mechanical failure
- Hot and cold water pipes from the mains stopcock inside your Premises leading to your taps and garden taps;
- Cold-water storage tank;
- Leaking overflow pipes;
- Standard ball valves and toilet siphon;
- Central heating water pipes if there is a water leak;
- Radiator valves;
- Hot-water cylinders and immersion heater

Exclusions

- The cost of replacing an irreparable boiler is not included.
- Removing sludge or hard-water scale from your system or appliance.
- Repairing damage caused by scale, sludge or other debris if we have told you on a previous visit that permanent repairs, improvements or a powerflush are needed to help make sure your appliance or system works properly.
- Repairing or replacing appliance flues, or flue terminals that are not a part of the flue system, other than room-sealed appliance flues (up to 1 metre in length).
- Servicing and maintaining electric boilers.
- Repairing or replacing parts of your central heating system and controls that are specifically designed for piped or electric under-floor heating
- Any boiler over 70kW and/or not purpose built for Domestic Purposes
- The cost of replacing an irreparable boiler is not included.
- Replacing ceramic discs in taps which are deemed as user serviceable parts
- Replacement of taps
- Replacement of bath and shower seals and grouting
- Replacement of parts where a replacement boiler would be more economical.
- Replacement of water softeners, shower pumps, mixer valves, combined overflow and pop-up waster mechanisms
- Replacement of electrical hot water pumps or any device designed to increase mains pressure.
- Replacement of water filters, radiators, garden features such as pond pumps, rainwater pipes, guttering, waste disposal units, macerators.
- Water pipes to and from outbuildings, fountains, swimming pools, ponds, garden taps, rainwater pipes, roofs.
- Repairing corroded pipes
- Any parts of your drainage system including, but not limited to water supply pipes, manholes, soak-aways, septic tanks, cesspits, treatment plants
- Frozen pipes
- Repairing controls, pumps, detectors, timers programmers and electric showers
- Repairing or replacing the mains supply up to the fuse box
- Repairing the parts of the power supply between your Premises and any outbuildings which are outside of the building
- Repairing wiring encased in lead or rubber.
- Kitchen appliances are not covered.