



MCS

HEATING & PLUMBING



Terms & Conditions are effective for all contracts new
& renewed from: 15/12/2023

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1 - Company Information

1.1 Our full postal address is:

MCS Heating & Plumbing Ltd.

796 Beverley Road

Hull

East Yorkshire

HU6 7EY

1.2 Important telephone numbers:

Head Office: 01482 853355

Emergency out of hours: 07860624418

Head Office Email: enquiries@mcsheating.com

1.3 Business information:

Business number: 04756341

V.A.T registration number: 139 0605 22

Gas Safe register number: 4917

Oftec register number: 10479

2 General Terms of Business

2.1 Appointments:

Before arranging a repair or emergency visit, please see our self help and F.A.Q guide in section 8.

Access:

Appointments are offered at mutually suitable times. It is the clients responsibility to provide access to the work site. If we cannot gain access, then we will be unable to carry out the necessary work. If we arrive and are unable to gain access, we will contact you and try to arrange another appointment.

Lofts should be boarded out to any area of work, with a suitable fixed ladder & loft light. Ideally a guard rail around the loft hatch will be in place. Our engineer's may refuse to work in your loft if sufficient reasonable safe access is not provided. A manager may visit your property should an access issue arise in order to assess the scenario.

If you are a client with a MCS care plan and we cannot gain access to the property to do work, your agreement will continue with us even though we have not been able to gain access. If after several attempts, you have still not made an appointment or no access has been gained, we may cancel your agreement. We may contact you in writing and allow a 14 day period of notice prior to cancellation.

Appointment times:

We will be as flexible as possible with appointments and ask that the client is also flexible to agree a mutually suitable date to arrange access. We endeavour to book mutually convenient appointments where possible.

On a weekday we offer all day call's between 8AM & 6PM, we are unable to give exact times for attendance as planned jobs can over run. We are able to call you 30 minutes prior to attending should it be required to arrange access.

On a weekend we offer an 'on call' engineer service, callouts are scheduled in order of urgency to ensure that gas leak's, water leak's and electrical outages are prioritised over central heating faults and other general plumbing and electrical issues. Routine work such as servicing will not be carried out on a weekend. In the case's of gas leak's, water leak's and electrical outages, We aim to attend these calls within 2 hours.

2.2 Servicing

If you are entitled to an annual service with one of our care plans (such as Triplecare, Heatcare or Boilercare), we aim to complete this around the same time each year. It is a joint and equal responsibility between MCS and the client to arrange the annual boiler service. If we are unable to contact you then provided payment continues, we will uphold your care plan until instructed to do otherwise. Please note Landlords cannot delegate their statutory responsibility to have each gas appliance checked annually to MCS, we take no responsibility should your safety certificate expire.

If we attend your property to conduct other work such as a repair, we may use this opportunity to service the boiler, should this be close to the required service date (and with your permission) This reduces the amount of appointments you need to wait in for and also gives us more flexibility for breakdowns.

We service each appliance at least to the minimum standard required in GSI&U Section 26.9, most boiler services will go beyond these requirements and are serviced according to manufacturers instructions.

If your property is rented, you require a CP12 certificate by law, we will only check appliances covered under your contract with us as part of our servicing. If you have additional appliances then you must inform us (e.g gas fires & hobs) these appliances can be serviced and included on the certificate for an additional fee. Carbon Monoxide alarms are not covered under any care plans, testing of alarms remains the responsibility of Landlords.

2.3 Working in your home

We will always work in your home in a respectful and mindful manner. Our engineers are fully trained and expected to work tidily, with minimum disruption where possible and care for our clients home and possessions.

We are unable to work in properties or rooms where anyone under the age of 18 is solely present.

We are able to work in properties which are unoccupied, however the company does not accept liability in the event of damage or loss.

We ask clients to be mindful that our engineers require a reasonable amount of access in the work area and that on occasion it may be necessary for the room to be clear of non essential personnel/possessions . Our engineers continuously risk assess their work environment and may need you to clear a space in order to work safely and efficiently.

2.4 Parking

We ask clients to make us aware of any parking restrictions prior to any visits, especially if parking is not directly adjacent to the work site. We work best when we have direct access to our vehicles.

2.5 Parts

We work on all brands of boilers, heating, plumbing and electrical systems. This means that there are thousands of parts which could go faulty and need replacement either at service or unexpectedly. We carry a large variety of spare parts in our vehicles however it is not possible to carry every part. As standard, we carry parts which are the most likely to need replacing. Should we need a spare part for your system, we will source spares from a list of our approved suppliers.

We reserve the right to fit a different brand or type of part, should it result in the same functioning of your system(s).

It may be the case particularly in older properties, that the part which is required for your boiler/system is no longer available or 'obsolete'. We classify obsolete as a part which is not available from any 3 of our approved suppliers. Generally parts are available for a period of around 10-15 years from the cessation of manufacturing. If a part is not available then we may recommend replacing the appliance, this is not covered as part of any agreement.

2.6 Second hand parts / customer supplied parts

We do not install second hand parts due to the increased risk of fault or defect.

We do not offer guarantee or warranty on customer supplied parts, we will guarantee workmanship for 12 months.

2.7 Payments & Finance

We accept payments in the following ways:

Direct Debit

Bank transfer (details on request)

Credit Card

Debit Card

Cheque

Cash - We are unable to offer discount or incentive in exchange for cash payment for any of our products.

2.7.2 Late payments

If your payment is late or if you fail to pay an invoice, this may incur additional charges. All unpaid debts to a third party debt collection agency.

Finance for installations:

As your Worcester Accredited installer, we can offer you flexible payment options to help with the cost of your boiler and its installation. We work with Novuna Finance, who are experts in providing finance and flexible payments to millions of homeowners across the UK.

Credit is provided by Novuna Personal Finance, a trading style of Mitsubishi HC Capital UK PLC, authorised and regulated by the Financial Conduct Authority. Financial Services Register no. 704348. The register can be accessed through <http://www.fca.org.uk>

2.8 Hazardous materials

Any specifications, estimates and or quotes from MCS do not include the removal and or disposal of hazardous materials including but not limited to asbestos, gas cylinders, oil storage tanks, mercury containing products.

If you are aware of asbestos or any other hazardous material on your property, we ask you to notify us prior to attending.

We do not accept liability for additional costs if any hazardous materials are found during work.

2.9 Claims caused by Natural or Manmade Disaster or Event

All care plans / workmanship guarantees do not include the repair or replacement of any systems damaged or non functioning as a result of any natural or manmade disaster or event. If we are unable to reach you in the event of poor weather conditions, we will reach you as soon as possible, we will endeavour to attend within 24Hrs. Examples of 'Event' include but are not limited to: Flooding, Fire, Weather event (including frost & water ingress), Theft, Intentional damage, Intentional risk taking.

2.10 Failure of supplier to honour guarantee or warranty

If we have supplied you a product with a guarantee or warranty, if the manufacturer or supplier ceases trading or is otherwise unable to fulfil the guarantee, MCS can not be held responsible for any loss incurred by this. If you are on Triplecare, Heatcare or Boilercare, your boiler will be covered by MCS subject to each plan's terms & conditions.

2.11 Maintenance contracts

All our maintenance contracts are for a 12 Month period (unless otherwise stated) from the date of initial contract visit (see 2.12) within this period we will provide one boiler service per contract period as part of a standard contract (we may negotiate alternative terms should you have more than one boiler/appliance) Following on from the boiler service carried out on the Initial contract visit, we continue the contract on a 'rolling' basis and contact you approximately every 12 months. Due to scheduling practicalities, the service may be carried out early or later than the date of the original service.

We reserve the right to reject any claim brought within the first 30 days of a new contract, if you are renewing your contract with us you can claim straight away. Rejection of a claim brought within the commencement period will be at our discretion. As an example we may cover a leaking radiator where it is obvious it was not previously faulty however may refuse to cover a faulty toilet which could have been intermittently faulty prior to the cover starting. Other examples will be judged at our discretion. This is only the case within the first 30 days counted from the initial contract visit (see 2.12)

The terms of your cover are set out in the sections relevant to the contract for which you have agreed to and pay for, our general terms and conditions within this document are also applicable to all contracts.

If your direct debit or alternative payment fails to be received your cover will be invalidated and relevant charges will apply for any work carried out, we will contact you to try to arrange payment for your contract.

We reserve the right to alter contract prices at the point of renewal, this is normally in line with inflation but can include consideration of the likelihood of a breakdown occurring, spares price for your boiler, the frequency of callouts and the condition of a property. We will inform you either verbally or in writing of any price changes before your renewal visit is booked in.

2.12 Initial contract visit.

The initial contract visit signifies the start of your maintenance contract with MCS. On this visit we provide the annual service and inspect the relevant parts of your system described in the selected care plan. We may pick up existing faults which we will bring to your

attention and may exclude these from your contract until they are rectified to our satisfaction. If you are paying by direct debit, we will take relevant details to set this up during the visit (if we have not already done so). We reserve the right to decline to take a contract on, If we refuse or are unable to take the contract on then we will not charge for a service, however callouts, labour and any parts installed will be charged for. The contract begins when the first payment has been received (if paying monthly), or when full payment has been received (if paying annually) The contract will not begin until the initial contract visit has taken place (even if payment has been received). A period of 30 days until any claim can be made on all care plan's exists, this begins from the date of the initial contract visit.

2.13 Cancellation after initial contract visit.

If we attend for an Initial contract visit and you decide that you do not wish to proceed with the contact, we reserve the right to charge for any appliance service or repair that has occurred on this visit. If no service or repair has occurred then we reserve the right to charge a call out fee of £95 Inc. for attendance and £75.00 Inc. per hour of labour should we be on site for more than 20 minutes (Prices are exclusive of V.A.T). On site time begins when the engineer arrives at the address, this will be dealt with on a case by case basis and is dependant on the circumstances of the failure to proceed.

2.14 Contract cancellation.

You may terminate the contract with us at any time. If you wish to terminate your contract part way through the term, we reserve the right to charge for services rendered at the initial contract visit and also during the contract period until the cancellation notification. We will charge £90 for the initial contract visit and a minimum of £95 per callout attendance, we will also charge for any parts fitted at retail price. We will not charge administrative or 'cancellation fees', only for services which you would have paid for should you not have had cover. We will not refund for cover which has been received even if no call outs have occurred, a service has still been received as a client in our 'standing by' to attend.

2.15 Contract Transfer (Moving house)

If you have moved house and wish to continue with a contract on your new property, we will conduct an initial contract visit (2.12) in order to service and inspect the property for suitability. There will be a charge of £79.99 Inc. for the service of your new properties boiler. The contract on your old property terminates on completion of your house sale, a new contract is only formed after the initial contract visit is completed successfully and accepted onto the care plan by MCS. We will transfer any 'paid for' contract time remaining until the next renewal at the previous address to the new address, however this will only become active upon acceptance of the new property onto cover.

2.15 Abuse of staff

We have a zero tolerance approach when it comes to any abuse of our office staff and engineer's. Verbal, physical or online/written abuse of our staff whether in person or remotely will result in immediate cessation of any ongoing contract or working relationship between MCS and a client. Any outstanding payment balances to the value of works completed will be invoiced with 14 day payment terms.

2.16 Beyond economic repair

We will endeavour to repair your boiler if it breaks down, there does however come a time that we may recommend the replacement of your boiler. We may recommend this in order to minimise the possibility of future failure of your systems and also to be able to offer you the opportunity of a discounted boiler installation. If your boiler requires a significant amount of repair in relation to its age or condition and we believe that it is likely to be an unsuccessful or short lasting repair, we will inform you that the boiler is beyond economic repair. If we inform you that the boiler is beyond economic repair and you wish to have the boiler replaced, we will offer this at a discounted rate in relation to the cost of the parts which would be otherwise required to repair your existing boiler. If you are un satisfied that we have classed your boiler as beyond economic repair then we will offer a second opinion with a manager in order to confirm.

Example's of boiler's which may be classed as beyond economic repair:

- Boiler is 12 years old and requires a new PCB, Fan & Burner.
- Boiler is 20 years old and requires a new Gas valve.
- Boiler is 5 years old and is water or fire damaged.
- System has multiple leaks, poor circulation or is otherwise in poor condition/distressed.

2.17 Acceptance

Payment (full or in part) received by MCS is deemed as acceptance of these terms & conditions as set out herein.

2.18 Max Claim limit

Please see individual claim limits mentioned herein. Each individual claim / incident is limited to an absolute maximum value of £1000+V.A.T. There s no limit to the amount of claims you can make under your agreement(s).

2.19 Intentional risk taking

Damage to aspects of your homes plumbing, heating & electrical systems caused by intentional risk taking are not covered under any care plans. For example radiators or other items being pulled from their mounting would not be covered.

2.20 Consequential Damage

Unless we are responsible for it, we will not include loss or damage to property (including any cleaning needed) or any other type of loss caused by the appliance, boiler or system to which this agreement relates breaking down or being accidentally damaged by you or leaking (for example, damage to furniture caused by water leaks). If access has to be made to your appliance, boiler or system we will fill in any holes and leave the surface level but we will not replace the original surface or construction. Any redecoration or repair of damage that may be needed following our work is your responsibility, unless we have been negligent. The company does not accept any responsibility for any damage caused to the customer's house, property or belongings as a result of defects in the customers heating, plumbing or electrical systems. Reinstating your home after damage or work is not covered under any agreement.

2.21 Rolling contract

All of MCS's care plans are 'rolling contracts' as long as payment is received yearly or monthly we will continue to provide cover. We may write to you in order to try to gain access for servicing, if this is not possible we continue to cover your systems. No refund will be issued should we not be able to gain access to service the appliance.

2.22 Special order items

If you instruct us to order any item and it is a 'special order' or non returnable then the company reserves the right to invoice the full cost of the item plus an administration charge of 10% of the item(s) retail value plus any relevant shipping costs.

2.23 Force Majeure

In the event that MCS is unable to perform its obligations under the terms of this Agreement because of acts of God, strikes, equipment or transmission failure or damage reasonably beyond its control, or other causes reasonably beyond its control MCS shall not be liable for damages to the other party for any damages resulting from such failure to perform or otherwise from such causes.

3 Boiler Installations

3.1 Working area

Please see section 2.3 relating to the work area required for installation, this is particularly important during any installation work. We politely request that all clients to keep clear of the working area during the installation process, this is to ensure that work can be carried out in a safe and efficient manner. Of course should you wish to periodically view the work then our engineers will be happy to update you on progress, however please let the engineer keep the work area sterile and as safe as possible.

3.2 Deliveries

We may ask to have materials delivered prior to work commencing, if you require assistance preparing for delivery then please contact our office at the earliest opportunity.

Delivery vehicles can be large 'Hi-Ab' type lorries or smaller transit style vans, we will inform you prior to delivery as to the delivery arrangements if any special considerations need to be made.

4 Powerflush & system cleanse

4.1 What is a Powerflush?

A power flush is a process used to cleanse a heating system of debris and contaminants. It is impossible to remove all contaminants from a heating system, however we will clean your system to BS7953 ensuring it passes our 'turbidity test'. We will advise you when quoting for the flush as to the best strategy to achieve best results.

There are four main methods of cleaning a system:

- Chemical flush - Least aggressive, best for old systems where leaks are a concern, will remove small deposits.
- Mains pressure flush - Medium aggression flush, suitable for systems which are in the early stages of corrosion.
- Magnetic flush - Medium aggression flush, for systems with poor water quality, with a concern of leaks, removes on average 70-80% of deposits.
- Full Powerflush - High aggression flush, for systems where leaks are not a high concern, removes on average 80-90% of deposits.

4.2 Leaks

If when conducting a powerflush, a leak forms on pipework or a radiator(s) we will source a replacement as soon as possible, this is chargeable work at our usual hourly rate plus material costs. If you would not like a replacement radiator, we will isolate the radiator to enable use of the rest of the heating system.

4.3 Design Faults

We will advise you where necessary should we find any design faults on your system which may contribute to build up of sludge and debris.

4.4 Upgrades

We may suggest upgrades such as a magnetic filter, strainers and inhibitors in order to prolong the life of your system. These upgrades are at extra cost and are not included in the price of a power flush unless stated on the quotation.

5 Triplecare

5.1 What is Triplecare

Triplecare is our core product, it offers peace of mind around your central heating, plumbing & electrical systems. Triplecare incorporates 'Heatcare', 'Plumbcare' & 'Electricare' into one discounted package. Triplecare includes one annual boiler service per year, emergency callout with 24 hour access to emergency engineers. Triplecare offers the replacement parts free of charge and labour required to keep your heating, electrics and plumbing systems operating.

To get a detailed understanding as to what is included in Triplecare, see the terms and conditions for each individual component in section 6,7 & 8.

6 Heatcare

6.1 What is Heatcare?

Heatcare is our central heating, boiler and system care plan. Heatcare includes your annual boiler service, parts and labour required to repair your boiler in the event of breakdown, failure or similar occurrence. Heatcare provides 24/7 access to trained engineers who will attend your property at the earliest mutually convenient appointed time (see 2.1)

6.2 What is covered under Heatcare?

- One central heating boiler, multipoint water heater or warm air heating unit.
- Up to 2 central heating pump's.
- Boiler fan.
- Burner components.
- Air pressure switch.
- Low water pressure switch.
- Boiler PCB.
- Diverter valve.
- Diverter valve actuator.

- Zone valve.
- 3 port valve.
- Hot water flow switch.
- Pump proving switch.
- Overheat thermostat.
- Boiler temperature thermostat.
- Boiler thermistors.
- Thermocouple.
- Spark electrode.
- Flame sensing probe.
- Expansion vessel (May be replaced with external if engineer deems necessary).
- Central heating safety valves (3 bar standard only).
- Pressure gauge.
- Gas valve.
- Oil pumps.
- Burner control boxes.
- Plate heat exchanger (one descale per contract period, we may refuse to descale if your system water quality suggests that the repair may not last more than 12 months, if this is the case we may recommend a cleanse of the system).

6.3 What is not covered under Heatcare?

- Damage caused by sludge in your system.
- Water quality testing for compliance.
- Damage caused by contaminated oil or gas.
- Damage caused by misuse.
- Boiler flue or flue ways.
- Flue collectors/sump's.
- Boiler Airways.

- Low loss header's up to £150 value .
- Standard room thermostats.
- Standard central heating timer controls.
- Standard thermostatic radiator valves (white non designer type).
- Standard radiators (white non designer type up to a value of £250.00 Trade price).
- Central heating pipework (provided it is accessible).
- Gas or fuel supply pipework (provided it is accessible).
- Frozen condensate.
- Manual filling loop.
- Automatic air vent.
- Gate valves.
- Lever valves.
- Automatic bypass valves.
- Cylinder thermostat.
- Accidental damage up to £300 trade parts price including 2 Hours of labour. Intentional damage and risk taking is excluded.

- Decorative lamps in boilers/fires.
- Back boiler fire fronts.
- Fire radiants.
- Energy management systems.
- Air blowers / kick space heaters.
- 'Designer' radiators & towel rails. e.g not a contract standard white panel radiator.

- Replacement boiler.
- Power flushing.
- System Cleansing.
- Heat exchanger (main or secondary).
- Underfloor heating.
- Gaining access to repair, assess or replace. 1 Hour of labour per breakdown allowed for raising flooring or chipping out plaster or brick. (Removing cupboard's/furniture/possessions to access is not included).
- Removing any components for the purpose of decorating or any other non fault conditions.
- Adjusting controls.
- Fuel tanks / supply pipework / pressure sets.
- Running out of fuel.
- Incorrect fuel used or faults with mains supplies.
- Fuel level gauges analog or digital.
- Work required to bring your system up to new or existing regulations.
- System upgrades / removal.
- Any type of hot or cold water cylinder or storage vessel.
- Thermal stores / mains pressure cylinder.

- Unvented cylinder (seperate cover available).
- 'Boilermate' products of any kind.
- 'Magic thermodynamic box' or similar products.
- Solar panels and their controls.
- Air conditioning systems.
- Ground/Air source heat pumps.
- Biomass boilers.
- Solid fuel stoves.
- Energy recovery systems.
- Lead, steel, tin or other non common pipework materials.
- Smart/internet thermostats OR smart controls/valves etc
- Smart cylinders such as 'Mixergy'
- Repairs if your system is covered by a manufacturers warranty/ guarantee.
- Damage caused by power surges or faults with the mains supply to your property. (gas, water, electricity, internet)
- Damage/faults relating to frozen pipework.
- Rodent Damage, intentional damage, theft or disaster.
- Damage caused by other tradespeople or contractors working in your home.

If you have any queries as to whether a component is covered or why it is not then please contact us on (01482 853355)

*see applicable terms and conditions.

7 Plumbcare

7.1 What is Plumbcare?

Plumbcare is our plumbing care plan, it covers your plumbing systems for replacement parts and labour.

7.2 What is covered under Plumbcare?

- Repairing leaking hot or cold pipework in your home.
- Repairing leaking waste pipework in your home.
- Hot water cylinder (vented) to a value of £300 Inc. Trade price.
- Tap washers.
- Outside tap.
- Replacement taps - We will install up to 1 set of replacement taps per contract period if your taps are faulty. Clients must supply the tap and suitable flexible connectors, failure to do so will result in return visits being fully chargeable.
- Flexible tap connectors.
- Washing machine isolation valves.
- Service valves on hot and cold water supply*
- Stop tap after service providers isolation point.
- Flexible tap connectors.
- Unblocking waste pipework above ground.
- Part 1 ball float valves (standard).
- Part 2 ball float valve (standard).
- Immersion heaters (up to 3KW).
- P,S & U bend traps.
- Toilet fill valves.
- Toilet syphon.
- Toilet flush valve.
- Toilet overflow.
- Standard chrome flush handle (non special).
- Toilet coupling kit.
- Pipework fittings on hot, cold or waste water pipework.
- Repairing pipework when damaged (if accessible).
- Temperature mixing valves (stand alone).
- Accidental damage - We will repair any accidental damage caused by You, Family or Friends in your home. Any one occurrence is limited to four hours of labour and a maximum of £250 Inc. Trade price of materials. Only one occurrence in a 12 month period. The claim must not be a result of outright negligence by any party.*

*Creating access is not covered. We do not repair any underground pipework.

7.1 What is not covered under Plumbcare?

- Creating access over 20 minutes of labour to repair a leak.
- Specialist leak detection methods.

- Damage caused by limescale.
- Water quality testing for compliance.
- Shower repairs electric, mains or gravity fed.
- Shower / mains pumps & accumulators.
- Electric boilers (unless specifically agreed in contract)
- Boiling water taps , under/over sink water heaters.
- Appliances such as dishwasher, washing machine, dryer, etc.
- Blending valves, Pressure reducing valves.
- Safety relief valves (PRV or TPRV)
- Any sanitary ware (e.g Toilet, Sink, Shower tray, Bidet etc.)
- Concealed cisterns their push button/flush plates & innards.
- Internal waste pipes where inaccessible.
- Washing machine / dishwasher or other appliances.
- Special water isolating products such as 'Surestop' devices.
- Unvented cylinder, Thermal store cylinders, Boilerplate products, Mains accumulators, accessories for these systems.
- Failure of a cylinder caused by non replacement of sacrificial anode.
- Lead/steel pipework.
- Washing machine fill and drain hoses.
- Non standard pipe sizes /types(non standard means NOT 15mm, 22mm, 28mm, 25mm MDPE, 32mm MDPE)
- Lead, steel, tin or other non common pipework materials.
- Shared drains and waste pipes of any type.
- Drain / pipe cleaning/jetting of any kind.
- Cleaning of waste traps.
- Garden watering systems.
- Rainwater harvesting products or water recycling products.
- Swimming pools/swimming pool systems.
- Hot tubs/ hot tub systems.
- Unblocking, repairing or replacing any underground or inaccessible sewage/waste works or pipework.
- Septic tanks, cesspits, treatment plants and their pipework systems. Saniflow systems or similar.
- Issues arising due to poor installation, design or inherent faults.
- We reserve the right not to replace an immersion heater, thermostat pocket or cylinder union/valve if we believe that the attempted repair may damage the water cylinder.
- Chemical treatments of systems
- Cleaning of filters or strainers.
- Water softeners/filters , devices aimed at treating water.
- Rodent Damage, intentional damage, theft or disaster.
- Damage caused by other tradespeople or contractors working in your home.

8 Electricare

Electricare covers your home electrical systems in the event of a fault.

8.1 What is covered under Electricare?

- Consumer unit (fuse board) up to 10 switches.
- Wiring.
- Sockets.
- Light switches.
- Standard dimmer switch.
- Light fittings.
- Light pull chord.
- Fuse breakers.
- Shower pull chord.

If your fixtures are decorative, these will be replaced by standard contract fixtures. This includes light fittings, if you wish for an alternative to be fitted then we are happy to install one you supply provided that it is new and in sealed box. Up to 1 hour installation is included within the cover, any labour over this is chargeable.

8.2 What is not covered under Electricare?

- Kitchen extractor fans or extractor fans with in built lighting.
- External electrical components (sockets).
- Electrical appliances.
- Specialised electrical equipment.
- Adapted electrical equipment.
- Faults caused by poor installation and maintenance.
- Faults caused by DIY repair or installation.
- Tv aerials / Sky / freeview systems.
- Smart technology systems, including home automation systems, automatic blinds/curtains, sockets, audio, projectors etc.
- CCTV, home intruder systems, access systems such as electric gates/doors.
- Switches over 4 gang.

- Spotlights.
- Bathroom extractor fan.
- Outside light (if above 3M from ground level).
- Cooker switch.
- Faults relating to tripping electrics.
- Light transformers.
- Garage electrics (detached garages excluded).

- Mains power supply from the grid.
- Meters of any kind.
- Solar electrical systems.
- 3 Phase or industrial power supplies.
- Battery storage or generators.
- Replacing / changing lightbulbs / fuses / batteries.
- Decorative light fittings (we will replace with standard white)
- Decorative electrical fixtures of any kind.
- Hot tub's & pool electrical systems.
- Garden/Shed/Pond wiring/lighting.
- Rodent damage.
- Fire/Water damage.
- Car charging points.
- Rodent Damage, intentional damage, theft or disaster.

- Damage caused by other tradespeople or contractors working in your home.
- Air source heat pumps.
- Faults caused by power surge or other disaster.

9 Boilercare

Boilercare is our boiler only care plan. Including an annual service, labour, callout and parts required to get your heating up and running. All Boilercare plans have a £70.00 excess payable prior to attendance on any callouts. Claim limit of £400.00 Inc per contracted period.

9.1 What is covered under boiler care

- Central heating pump.
- Boiler fan.
- Burner components.
- Air pressure switch.
- Low water pressure switch.
- Boiler PCB.
- Diverter valve.
- Diverter valve actuator.
- Hot water flow switch.
- Pump proving switch.
- Overheat thermostat.
- Boiler temperature thermostat.
- Boiler thermistors.
- Thermocouple.
- Spark electrode.
- Flame sensing probe.
- Expansion vessel (May be replaced with external if engineer deems necessary)
- Central heating safety valves (3 bar standard only)
- Pressure gauge.
- Gas valve.

9.2 What is not covered under boiler care

- Main heat exchanger.
- Plate heat exchanger.
- Non boiler related heating system faults.
- Powerflush or descale.

- Water quality testing for compliance.
 - Boiler controls (timer/thermostat etc)
 - Descale
 - Flue or boiler casing
 - Repairs if your system is covered by a manufacturers warranty/ guarantee.
 - Damage caused by power surges or faults with the mains supply to your property. (gas, water, electricity, internet)
 - Damage/faults relating to frozen pipework.
- Work required to bring your system up to new or existing regulations.
 - Replacement boiler.
 - Faults caused by lack of fuel.
 - Damage caused by other tradespeople or contractors working in your home.

10 OTHER

10.1 Cover for unvented cylinders

We can offer cover for unvented cylinders for an additional premium of £4/mth. All care plans exclude unvented cylinders unless we have explicitly agreed cover. Cover for unvented cylinders is limited to replacement of the Combination valve, Expansion relief valve, TPRV, Potable expansion vessel & hose, Cylinder thermostat, Tundish. Excluded from cover is replacement of the full unvented cylinder as this is normally covered by the manufacturers guarantee.

10.2 General Exclusion

All plans exclude claims due to the following: Act of god, hostile acts, utility supplier failure, internet failure, consequential damage, loss of earnings, damage caused by 3rd parties.

11 Fixed price boiler repair's

11.1 General

Fixed price repairs are charged at **£110 Inc** , these include £30.00 Inc of parts, 1 hour of labour and Includes 1 month FREE Boiler care (9.0) . No discount will be applied should we not require any or parts less than the value of £30.00 Inc. If parts over the value of the allowance of the fixed price repair are required, we will provide a price for this and get your acceptance prior to fitting them. If you chose not to proceed with the repair following our attendance and diagnosis we will charge the standard fixed price repair price. Frozen pipework is excluded from fixed price repairs. Part price calculated at MCS standard retail price.

12 Self Help & F.A.Q

12.1 How to top up boiler/system pressure

If you have a boiler or a system which has a pressure gauge, the system pressure must be periodically maintained. This is done by letting water into the system through a series of valves called a 'filling loop'. (see images of various filling loops below)

To let pressure into the system, all valves on the filling loop must be opened in order to let water pass. The user should let water into the system until the pressure reaches 1 Bar. Both valves should then be returned to the off position.

See how to pressurise your system at: www.wikihow.com/Increase-and-Manage-the-Pressure-in-Your-Combination-Boiler

12.2 My heating has stopped working.

- 1) Check system pressure, if low follow steps in 9.1
- 2) Check timer and thermostat are set to ask the boiler to come on.
- 3) Check the boiler digital display (if it has one) does it have a fault code? If so note it down and then try to reset the boiler.



4) If your boiler has a pilot light, check that it is lit, relight if necessary.

12.3 My radiator is cold

- 1) Check if the radiator valves are turned on.
- 2) If the radiator is cold at the top then attempt to bleed the radiator using a bleed key and a cloth to let the air out.



11.4 Oil Boiler has stopped working.

- 1) Please physically check the level of oil in the tank, use a cane. DO NOT RELY ON TANK GAUGES
- 2) Please ensure the fuel supply is turned on.
- 3) Is the burner lockout reset light illuminated? If so then please press the button a maximum of 3 times.

12.5 LPG Bottled gas boiler has stopped working.

- 1) Is there gas in the bottles, how recently were they renewed?
- 2) Has the changover valve activated?

12.6 Fuse board has tripped/blown

- 1) Reset the fuse board by pushing the downed with to the up position.
- 2) If the switch immediately returns to the down position then check which labeled area is tripping.
- 3) If the area is sockets, go to that area and unplug all items. Then reset the fuse board again, and systematically plug in each item. If the fuse trips when you plug an item in then the item could be faulty.
- 4) If the labeled area is a lighting circuit, did a bulb blow when the circuit tripped? If so, isolate the power, turn the light switch off and remove the bulb.

12.7 General plumbing

- 1) Ensure that all members of the household know where the stopcock is located.
- 2) Do not attempt DIY plumbing jobs, these can easily go wrong and may invalidate your home insurance.

12.8 Gas work

- 1) It is illegal for a non competent person to work on gas. We urge you not to undertake gas work yourself as it can result in extreme danger to yourself and neighbours.

12.9 Electrical Work

- 1) We strongly advise against DIY Electrical work, contact us should you require minor electrical work undertaking.

12.10 Drains and waste pipework

Drains and waste pipework require regular care & maintenance by the homeowner. This means regularly flushing of waste pipes, especially when debris finds its way into the pipework. We recommend using a domestic drain cleaning chemical once a month on all waste pipes to prevent a buildup.

13 Complaints & resolution procedure

13.1 Procedure

At MCS we will always do our utmost to ensure a positive outcome for all clients. There may however be occasion where you are not satisfied with the service and or product you have received. In order for us to achieve a positive outcome, please follow our complaints and resolution policy below.

Please contact us by phone, email or post listing the following information:

Full name

Work Address

Telephone number

Nature of the problem

Preferred outcome

We aim to deal with issues immediately however please allow 14 working days in which for us to conduct an investigation. During this period we will contact you to keep you up to date with any findings and resolutions. If we are unable to reach a resolution, our policy in most cases would be to mediate via an ADR service.

Our contact details are as follows:

Our full postal address is:

MCS Heating & Plumbing Ltd.
796 Beverley Road
Hull
East Yorkshire
HU6 7EY

Head Office Email: enquiries@mcsheating.com

14 What to do in an emergency

14.1 Gas leak

Turn your gas off at the gas meter using the silver or red handle. The lever will be horizontal when in the off position.
If you have a gas leak, contact us on 01482 853355 OR contact Northern Gas Networks on 0800 111 999

14.2 Water leak

Turn off the stopcock which can sometimes be found under the kitchen sink, downstairs toilet or on the path/driveway outside the house.
If you have a water leak contact us on 01482 853355.

14.3 Electrical fault

If you have a electrical fault contact us on 01482853355