Call: 01392 542751
Email: info@scplumbingandheating.co.uk
Visit: https://southcoastplumbingandheating.co.uk/

Service Plan Terms & Condition

1. About Your Plan

These Terms & Conditions apply to all service plans provided by South Coast Plumbing & Heating Services Ltd
("SCPH", "we", "us").
By purchasing a service plan, you agree to these Terms & Conditions.
Plans are available for domestic residential properties within our service area

2. Definitions

- Boiler – A gas-fired boiler providing heating and/or hot water
- System – Heating system including radiators, pipework, pumps, valves, cylinders and controls
- Breakdown – Sudden and unexpected failure
- Plan – The selected service plan
- Excess – Customer contribution payable per repair where applicable

3. System Eligibility (7-Year Rule)

Cover applies only to systems that are 7 years old or newer at the start of the plan.

This includes:

- Boilers
- Hot water cylinders
- Controls and thermostats
- Pumps
- Motorised valves

Systems older than 7 years:
Are not covered for repairs or parts
May be repaired at standard chargeable rates
If the age cannot be verified, the system will be treated as over 7 years old.

4. Service Plans

Option 1 – Boiler Service Plan (£10.99/month)

- Annual boiler service
- Priority booking
- 10% discount on repairs
- No excess
- Repairs not included

Option 2 – Boiler Repair & Service Plan (£16.99/month)

- Annual boiler service
- Boiler and controls repair cover
- 24/7 emergency callout
- Unlimited claims (fair usage)
- £60 excess per repair claim

Option 3 – Heating System Cover (£19.99/month)

- Includes all Option 2 benefits
- Radiators and valves
- Pipework, pumps, and motorised valves
- Hot water cylinder
- No excess applies

5. Boiler Service

Where included, your annual service consists of:

- Safety inspection
- Combustion and flue checks
- Visual system inspection

Failure to allow access for servicing may affect your cover.

6. Repairs and Callouts

- Repairs are subject to system condition, safe access, and parts availability
- Emergency callouts are prioritised for loss of heating or hot water
- Fair usage applies to all plans

Option 2 requires a £60 excess per repair.
Option 1 does not include repairs.
Option 3 has no excess.

7. What Is Not Covered

We do not cover:

Systems or components over 7 years old

- Sludge, scale, corrosion, or poor maintenance
- Pre-existing faults or known issues
- LPG, oil, electric, or solid fuel systems
- Accidental, deliberate, or misuse damage
- Poor installation or design faults
- External factors such as power, gas or water supply failure
- Cosmetic or non-essential work

Where issues are identified, a quotation will be provided.

8. System Condition

Your system must be:

- Properly maintained
- Installed to a safe and acceptable standard
- Accessible for inspection and repair

We may require corrective work before continuing cover.

9. Fair Usage

Unlimited callouts are subject to fair usage.

Excessive or unreasonable use may result in:

- Additional charges
- Plan review or cancellation

10. Payments & Direct Debit

Payments are collected monthly by Direct Debit via GoCardless.

By signing up, you authorise SCPH to collect recurring payments.

- Payments are taken automatically each month
- Advance notice will be provided of collection dates

All payments are protected by the Direct Debit Guarantee. Customers are entitled to a full refund from their bank in

the event of an incorrect payment.

Customers may cancel their Direct Debit at any time through their bank. Cancellation of payment does not automatically cancel the service plan.

11. Price Adjustments

We reserve the right to review plan pricing annually.

Any increase will:

- Be in line with inflation and operating costs
- Be communicated with at least 30 days' notice

12. Cooling-Off Period

You may cancel within 14 days of signup for a full refund, provided no work has been carried out.

13. Cancellation

After the cooling-off period:

- Plans may be cancelled with notice
- Any outstanding costs for work carried out may be charged

14. Access Requirements

You must:

- Provide safe and reasonable access
- Ensure someone aged 18 or over is present

Missed appointments may be chargeable.

15. Safety

If unsafe conditions are identified:

- We may isolate the appliance
- Further work will be required before use

16. Liability

SCPH is not liable for:

- Indirect or consequential losses
- Loss of heating or hot water during delays
- Damage caused by necessary access
- Pre-existing faults or system design issues

17. General

- Plans are non-transferable
- Cover applies only to the registered property
- Terms may be updated periodically

18. Contact

South Coast Plumbing & Heating Services Ltd

- 01392 984322