

Cozy Care Monthly Service Plan Information



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BucksBoilers  **Design-Install-Repair** 

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Bucks Boilers Ltd



01296 914461



www.bucksboilers.com



@bucksboilers



Info@bucksboilers.com



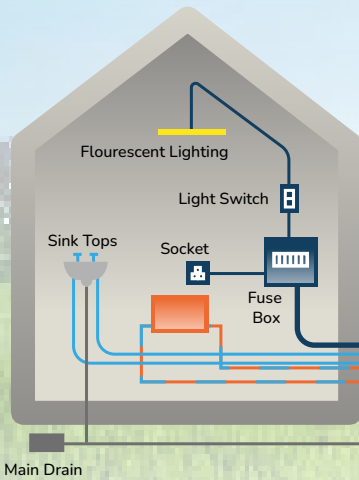
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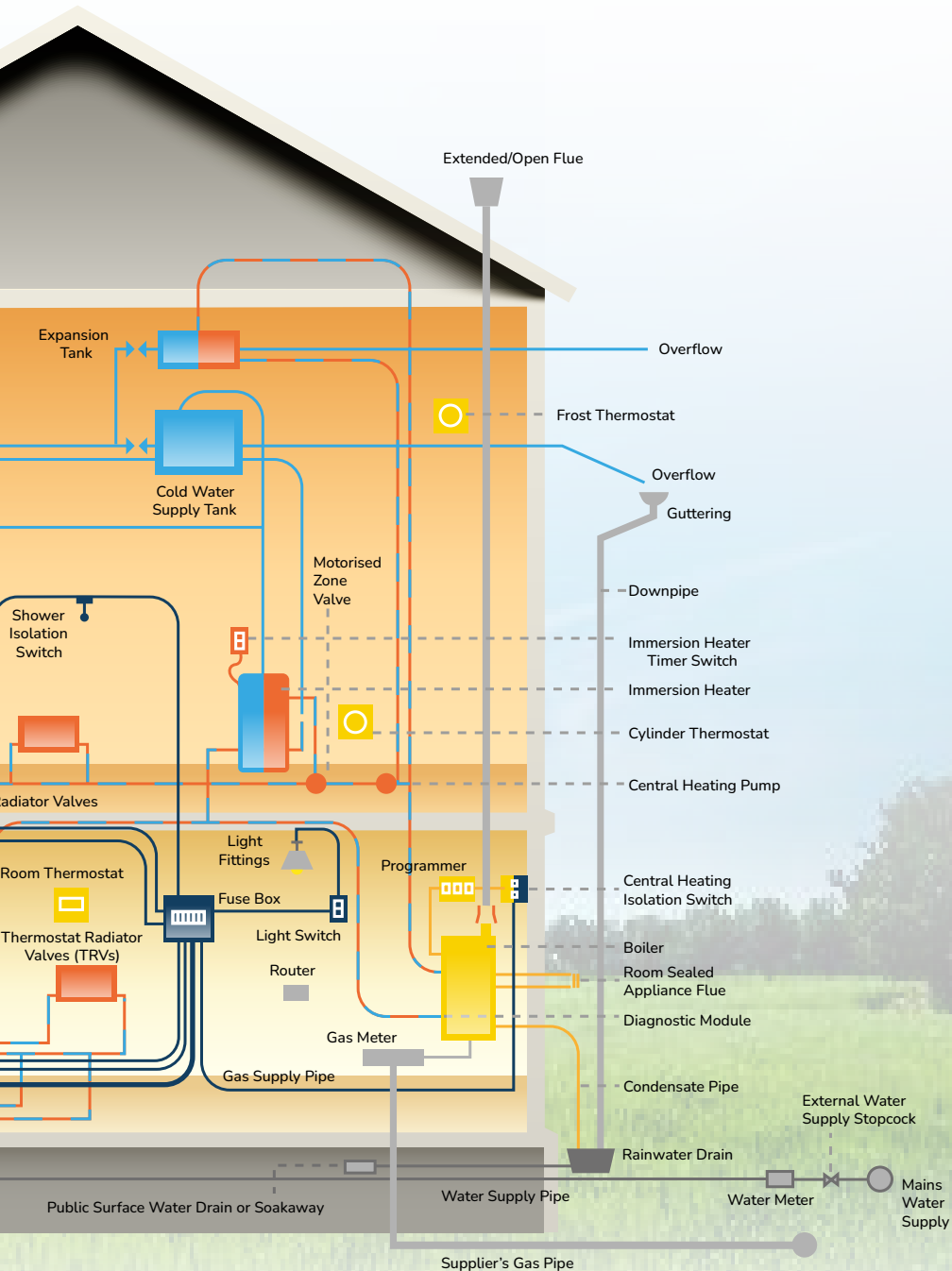


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What We Can Look After

- Boiler and Controls
- Central Heating
- Plumbing
- Drains (Coming Soon)
- Home Electrics (Coming Soon)
- Shown for reference but not included in our packages





Overview of Care Plans

We are dedicated to providing our customers with a world class level of service, From initial call, throughout installation and aftercare long into the future.

That's why we have created our industry leading **'Cozy Care Monthly Service Plans'** Packages.

When you join one of our **Cozy Care Monthly Service Plans**, You will not only get the peace of mind and comfort of knowing that your boiler is kept in top condition, you will also be enabling us a local, family business to provide a fast, effective & hassle free service each and every time you need us.

COZY CARE PLANS	FULL BOILER SERVICE	GAS SAFETY CERTIFICATE	FLUE GAS ANALYSIS	HEATING FILTER CLEANED	BALANCE OF RADIATORS	HEATING HEALTH CHECK
COZY CARE 1	✓	✓	✓	✓	✓	✓
COZY CARE 2	✓	✓	✓	✓	✓	✓
COZY CARE 3	✓	✓	✓	✓	✓	✓
COZY CARE COMPLETE	✓	✓	✓	✓	✓	✓

All Cozy Care Plans Include:

- Full Boiler Service
- Gas Safety Certificate
- Flue Gas Analysis
- Heating Filter Cleaned
- Balance of Radiators
- Heating Health Check
- Priority Response



CALL OUTS	PRIORITY RESPONSE	DISCOUNT ON FUTURE WORK	BOILER & CONTROLS PARTS & LABOUR INC	CENTRAL HEATING PARTS & LABOUR INC	PLUMBING SYSTEM PARTS & LABOUR INC	
×	✓	5%	×	×	×	£14.95 per Month
1	✓	10%	✓	×	×	£24.95 per Month
2	✓	15%	✓	✓	×	£29.95 per Month
UNLIMITED	✓	20%	✓	✓	✓	£39.95 per Month

Cozy Care 1

£14.95

RECURRING MONTHLY

- FULL BOILER SERVICE
- FLUE GAS ANALYSIS
- GAS SAFETY CERTIFICATE
- HEATING HEALTH CHECK
- PRIORITY RESPONSE WITHIN 48 HOURS
 - GAS LEAK TEST
- TEST & CHECK CARBON MONOXIDE ALARM
 - 5% DISCOUNT ON OTHER SERVICES



Cozy Care 2

£24.95

RECURRING MONTHLY

- FULL BOILER SERVICE
FLUE GAS ANALYSIS
- GAS SAFETY CERTIFICATE
- HEATING HEALTH CHECK
- PRIORITY RESPONSE WITHIN 24 HOURS
 - GAS LEAK TEST
- TEST & CHECK CARBON MONOXIDE ALARM
 - 10% DISCOUNT ON OTHER SERVICES
 - 1 CALL OUT INCLUDED
 - BOILER & CONTROLS



Cozy Care 3

£29.95

RECURRING MONTHLY

- FULL BOILER SERVICE
- FLUE GAS ANALYSIS
- GAS SAFETY CERTIFICATE
- HEATING HEALTH CHECK
- PRIORITY RESPONSE WITHIN 24 HOURS
 - GAS LEAK TEST
- TEST & CHECK CARBON MONOXIDE ALARM
 - 15% DISCOUNT ON OTHER SERVICES
 - 2 CALL OUTS INCLUDED
 - BOILER & CONTROLS
 - CENTRAL HEATING



Cozy Care Complete

£39.95

RECURRING MONTHLY

- FULL BOILER SERVICE
 - FLUE GAS ANALYSIS
- GAS SAFETY CERTIFICATE
- HEATING HEALTH CHECK
- PRIORITY RESPONSE WITHIN 24 HOURS
 - GAS LEAK TEST
- TEST & CHECK CARBON MONOXIDE ALARM
 - 20% DISCOUNT ON OTHER SERVICES
 - UNLIMITED CALL OUTS
 - BOILER & CONTROLS
 - CENTRAL HEATING
 - PLUMBING



Terms & Conditions

We understand that terms and conditions are often difficult to understand. We've written these to be clear and concise so you know exactly what is and isn't covered under your plan.

Scope of Contract.

1.1. Bucks Boilers Ltd will provide the level of cover described within the 'Plan Summary,' subject to an initial chargeable service and inspection.

1.2. There is an initial 30-day period where claims cannot be made. This is to prevent claims on pre-existing issues and to keep premiums competitive for all our customers.

1.3. When referring to 'We,' this refers to Bucks Boilers Ltd.

1.4. This contract is a maintenance agreement and not an insurance policy. Bucks Boilers Ltd is not regulated by the FCA.

1.5. The plan is intended for domestic boilers only and applies to residential properties.

1.6. All plans are subject to a first-visit inspection to assess the suitability of the boiler/system for a Cozy Care Plan.

2. Our Plans.

2.1 Cozy Care 1:

- Annual Boiler Service.
- Priority service over non-contract customers.
- Loyalty discount on other services.

2.2 Cozy Care 2:

- Annual Boiler Service.
- Priority service over non-contract customers.
- 24-hour emergency callouts.
- 1 callout included per year.
- Boiler and heating controls covered.
- Loyalty discount on other services.

2.3 Cozy Care 3:

- Annual Boiler Service.
- Priority service over non-contract customers.
- 24-hour emergency callouts.
- Boiler and heating controls covered.
- Central heating cover.
- 2 callouts included per year.
- Loyalty discount on other services.

2.4 Cozy Care Complete:

- Annual Boiler Service.
- Priority service over non-contract customers.
- 24-hour emergency callouts.

- Boiler and heating controls covered.
- Central heating cover.
- Plumbing cover.
- Unlimited callouts.

Parts and labour included.

Bolt on Plans

2.5 Gas Fire Service Bolt on

- Covers annual servicing of the fire appliance. Does not include any repairs or replacement parts.

2.6 Landlords Certificate Bolt On

Covers the Landlord Safety Certificate (CPI2).

2.7 Cozy Care Warranty Extender

2.7.1 The Boiler Warranty Extender Plan provides extended warranty coverage for eligible Worcester boilers when customers subscribe to a monthly service plan.

2.7.2 The plan is available for Worcester 1000, Worcester 4000, and Worcester 8000+ models, extending the manufacturer's warranty as follows:

Worcester 1000: Extended to 6 years (1-year extension).

Worcester 4000: Extended to 12 years (2-year extension).

Worcester 8000+: Extended to 15 years (3-year extension).

2.7.3 Eligibility & Requirements for warranty extender plan.

A. The plan is only available for customers with a Worcester 1000, 4000, or 8000+ boiler installed by Bucks Boilers Ltd.

B. Customers must be enrolled in the plan continuously to maintain extended warranty coverage.

C. Customers must adhere to the terms of the plan, including keeping up with monthly payments and allowing access for scheduled servicing.

3. Components of the System.

3.1. Your heating system is made up of a number of different components. The components of the heating system covered within each plan are as follows:

3.2 Cozy Care 2.

Boiler internals and controls (excluding smart), timer, programmer. Room and cylinder thermostat.

3.3 Cozy Care 3.

Boiler internals.

Circulation pump.

- Thermostatic radiator valves.
- Timer/thermostat.
- Pressure controls.
- Radiators.
- Heating pipework.
- Motorised valves.

3.4 Cozy Care Complete.

- Boiler and all internals.

- Circulation pump.

- Thermostatic radiator valves.

- Timer/thermostat.

- Pressure controls.

- Radiators.

- Heating pipework.

Hot water cylinder.

Motorised Valves.

Plumbing pipework.(from your internal stop cock into your property)

Below you will find information on each of the benefits within our service plans. Please refer back to 'Our Plans' above to see which items below are included in each plan.

4. Annual Service.

4.1. One of our Gas Safe qualified engineers will perform the service and safety check in line with manufacturers instructions.

4.2. Included in this service/safety check, we will perform the following as a minimum:

Check emissions using a fully calibrated flue gas analyser.

Check of the inlet and/or working gas pressure.

Clean condensate trap.

Clean inside of boiler case.

Gas rate if required.

Test of safety devices and all safety checks in line with Gas Safe guidelines.

4.3. We will also inspect the radiators, hot water cylinder and other components for leaks or defects

4.4. A gas tightness test will be performed in certain circumstances to ensure the property is free from gas leaks

4.5. The annual service will be arranged at a time and date convenient to you but in between the

months of March and September . Unless otherwise arranged with the contract holder beforehand.

4.6 The annual service will be carried out Monday to Friday between 8 am and 4 pm unless otherwise agreed by Bucks Boilers Ltd.

5. Annual Carbon Monoxide Test.

5.1 We will complete a test to check all carbon monoxide detectors in the property are working correctly once per year.

5.2 If no carbon monoxide testers are present in the property we are able to fit for cost price.

6. Priority Callouts.

6.1 We will endeavour to attend all breakdowns within the timeframes below based on your plan:

Cozy Care 1: Breakdowns reported before 4pm within 48 hours.

Cozy Care 2: Breakdowns reported before 4pm within 24 hours.

Cozy Care 3: Breakdowns reported before 4pm within 24 hours.

Cozy Care Complete : Breakdowns reported before 4pm within 24 hours.

6.2 In the event of a breakdown being reported on Saturdays, Sundays, Bank Holidays or after 4pm, we endeavour to attend the property within the timeframes above based on your plan:

6.3 The timeframes outlined above are subject to workload and availability.

7. Emergency Callouts.

7.1 We will endeavour to attend your property within:

Cozy Care 1: Within 48 hours irrespective of the time of day.

Cozy Care 2: Within 24 hours irrespective of the time of day.

Cozy Care 3: Within 24 hours irrespective of the time of day.

Cozy Care Complete: Within 24 hours irrespective of the time of day.

7.2 The timeframes outlined above are subject to workload and availability.

8. Service Plan Callouts.

8.1 Customers have the right to callouts based on their plan as outlined below:

Cozy Care 2: 1 Callouts per year.

Cozy Care 3: 2 Callouts per year.
Cozy Care Complete: Unlimited Callouts per year.
8.2. Where call outs are unlimited this is subject to fair use and adequate severity.
8.3 Unlimited calls out apply as long as there is fault present, if we inform you that the issue is not a fault or not covered and you call us out we will have the right to charge at our standard rates.
8.4 We may fit replacement parts that are adequate but not the same as the defective part(s).
8.5 New Parts will only be fitted where old ones are beyond reasonable repair. We will be the sole arbitrators as to the condition of parts.
8.6. Replacement parts may be adequate substitutes rather than identical to the original.
8.7. Bucks Boilers Ltd is not responsible for delays in acquiring parts from suppliers or manufacturers.

9. Loyalty Discount on Other Services.

9.1. As a Cozy Care Plan customer you receive the following discounts on the labour of our other services:

Cozy Care 1: 5% Discount on all labour.
Cozy Care 2: 10% Discount on all labour.
Cozy Care 3: 15% Discount on all labour.
Cozy Care Complete: 20% Discount on all labour.

Labour discounts offered under Cozy Care Plans do not apply to bathroom installations or upgrades.

10. Exclusions

10.1 Any breakdown that is caused by sludge, scale or system deposits will not be covered - this will be confirmed by an independent water quality test if required (chargeable to customer if it fails).
10.2 Any breakdown that is a result of a problem with the water mains, electrical grid or gas main/meter. Including having no credit on a gas meter.
10.3 Pre-existing faults and defects in the design or installation of the system.
10.4 Any breakdowns caused by blocked drains backing up into the boiler.
10.5 Replacement of cosmetic parts such as boiler casings and covers.
10.6 Faults caused due to the fabric of the building, for example, pipes in walls bursting due to subsidence.
10.7 Any defects caused due to malicious actions,

misuse or third party interference.
10.8 Any defect caused by; fire, flood, lightning, explosion, storm, frost, terrorism or the impact of any other extraneous cause.
10.9 We will not be held responsible for delays in the provision of parts from suppliers or delivery firms.
10.10 Designer radiators and towel rails will be attempted to be repaired but not covered for Replacement. Where a radiator requires changing we will only change for a standard white radiator.
10.11 As boilers get older for many reasons they become noisy, where noise is down to the age of the appliance we will not class this as a fault and is not covered under any plan.
10.12 We are not liable for any repairs to which we cannot gain reasonable access, removal of any obstructions will be at our sole discretion and will reserve the right to charge you at our standard rates. We may insist that you arrange for the obstruction prior to us carrying out the repair, we will not be held liable for any making good unless it's down to our negligence.
10.13 Any loss or damage to any property caused by the boiler, heating system or plumbing system breaking down for example damage to ceiling due to a leak.
10.14 The cost of removing sludge or scale from the system and the damage caused or adding corrosion inhibitor would not be covered.
10.15 Removal of dangerous materials for example asbestos.
10.16 Any part of a flue concealed within the fabric of the building.
10.17 Adjustments to time controls unless already on site.
10.18 Replacement of showers or taps.
10.19 Below Ground drainage.
10.20 Mains supply pipe.
10.21 Replacement of baths, shower cubicles, basins and toilets.
10.22 Gas supply pipe between meter and all appliances.
10.23 Unvented Cylinders.
10.24 Permitted by law where we are in breach of the terms of this contract or cannot honour the agreement the maximum liability will be limited to the cost of the relevant service plan you have in place. (Up to the amount you have paid for the current year). Under no circumstance are we liable for loss of earnings, profit, loss of goods, loss of business. None of these conditions limit us from the liability relating to death or personal injury from our negligence.
10.25 If the total repair cost exceeds £600 on any

plan the boiler or system will be deemed beyond economical repair.

10.26 Repairs to your boiler are not included under any service-only Plan and are excluded under a boiler or system care Plan where the boiler is deemed, in our sole discretion, to be Beyond Economic Repair (BER). Your boiler will be BER if the heat exchanger fails or if the value of the boiler or programmer is less than the cost of the parts to repair it.

The table below illustrates the BER value of a boiler according to its age:

Age (in years)	Nominal Boiler Value	Value after depreciation per annum @18%
1	£1000	£820
2	£820	£672
3	£672	£551
4	£551	£452
5	£452	£371
6	£371	£304
7	£304	£249
8	£249	£204
9	£204	£167
10	£167	£137
11	£137	£112
12	£112	£92

11. Annual Renewal and Cancellations

11.1. All plans will automatically renew annually unless cancelled by the customer.

11.2. Customers must provide 14 days' notice before the renewal date to cancel their plan.

11.3. If a customer cancels their plan mid-term after the initial 12-month period, 30 days' notice is required. Refunds for unused coverage will be issued at Bucks Boilers Ltd's discretion.

11.4. Any cancellations before 12 months will result in liability for the remaining 12 months' payments.

12. Use of Subcontractors.

12.1 We reserve the right to use subcontractors to carry out any breakdowns or annual services. All subcontractors will be Gas Safe registered and vetted by us for suitability.

13. Period, Renewal and Payment Contract.

13.1 This contract is valid for a period of 1 year (12 months) from the date the first direct debit is collected.

13.2 The contract will be automatically renewed into a monthly rolling contract unless instructed by the customer to cancel. The customer must give notice no later than 14 days before the renewal date.

13.3 We reserve the right to cancel the renewal of any contract without giving a reason.

13.4 In the event of non-payment of the Direct Debit cover will be suspended until the account is brought up to date and no works will be carried out.

13.5 The contract is cancelled if the customer misses 3 consecutive payments without contact after the initial 12 months period. Failure to make payments within the initial 12 month period will result in payment to get the account balance up to date.

13.6 We reserve the right to cancel any policy at any time if a customer is found to have broken any terms in these conditions.

13.7 If the customer cancels their plan before 12 months, they will be liable to pay the remainder of the 12 months.

14. Certificates

14.1 All certificates will be held electronically by Bucks Boilers Ltd.

14.2 Customers can request copies of any certificate at any time via email without charge.

14.3 Customers can request a hard copy of any certificate subject to a printing and postage charge of £5.

15. Cooling Off Period

15.1. Customers are entitled to a full refund within 14 days of signing the contract. Any breakdowns within this cooling-off period will be charged at the full amount in the event of cancellation.

16. Limitations

16.1 In the case of a Plan including boiler or system care, when we carry out your first boiler service and inspection of your boiler and system, if it transpires that your boiler and/or system were not safe and in good working order at the time of your application then we will give you a quote for the additional work required to bring your boiler and/or system up to the required standard. You are under no obligation to have the work undertaken, but if you decide not to go ahead with the work we will cancel your Plan and you will be invoiced for the cost of our visit and for any work carried out (less any payments received in respect of the Plan).

17. Missed or Cancelled Appointments

17.1. Customers must provide at least 24 hours' notice to cancel or reschedule an appointment.

17.2. Missed appointments or cancellations with less than 24 hours' notice will incur a fee of £100 plus VAT.

18. Force Majeure

18.1. Bucks Boilers Ltd shall not be liable for delays or failure to perform services due to circumstances beyond its control, including acts of God, extreme weather, pandemics, or government restrictions.

19. Data Protection

19.1. Bucks Boilers Ltd complies with UK GDPR regulations.

19.2. Customer information is stored securely and used solely for managing contracts and providing services.

19.3. We will not share customer data with third parties without consent unless required by law.

20. General Liability

20.1. Bucks Boilers Ltd will not be liable for any indirect, consequential, or financial losses caused by work undertaken or equipment breakdowns.

20.2. Liability for damages is limited to the value of the customer's annual plan fee.

20.3. This does not affect your statutory rights or our liability for personal injury or death due to negligence.

How to Contact Us

For a breakdown or repair, you may book online through our website www.bucksboilers.com

For emergency contact us on 01296 914461, please call us and let us know.

Our breakdown line is open 24/7.

We may record calls to help improve our service to you.

Useful contacts



01296 914461



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