

WARMCOVER BOILER CARE PLANS



Everything
**Plumbing &
Heating**

🖨️ synergisw.co.uk

✉️ info@synergisw.co.uk

☎️ 01404 234363

📷 [synergi_sw](https://www.instagram.com/synergi_sw)



TRUST OUR CONVENIENT HEATING AND BOILER COVER

Modern boilers are more efficient and reliable than ever. However, there's always a possibility that it may break down. If it does, you could be left out in the cold.

Trust Warmcover and avoid those unexpected, costly repairs with one of our four levels of cover, from just £16.00 per month.

Trust your local and independent boiler team for your care plan.

WARMCOVER 1 BOILER ONLY

- ✓ No excess
- ✓ Parts and labour
- ✓ Annual premium boiler service
- ✓ Annual boiler efficiency check
- ✓ 10% off all our other services
- ✓ Priority fast tracked service
- x Heating controls cover
- x Heating system cover
- x Plumbing repairs

£16.00
PER MONTH

YEARLY COST
JUST **£192**

WARMCOVER 2 BOILER, CONTROLS + SYSTEM

- ✓ No excess
- ✓ Parts and labour
- ✓ Annual premium boiler service
- ✓ Annual boiler efficiency check
- ✓ 10% off all our other services
- ✓ Priority fast tracked service
- ✓ Heating controls cover
- ✓ Heating system cover
- x Plumbing repairs

£19.00
PER MONTH

YEARLY COST
JUST **£228**

WARMCOVER 3 THE FULL WORKS

- ✓ No excess
- ✓ Parts and labour
- ✓ Annual premium boiler service
- ✓ Annual boiler efficiency check
- ✓ 10% off all our other services
- ✓ Priority fast tracked service
- ✓ Heating controls cover
- ✓ Heating system cover
- ✓ Plumbing repairs

£24.00
PER MONTH

YEARLY COST
JUST **£288**

OPTIONAL EXTRAS



**OIL BOILER
COVER**
+ £4
P/MONTH



**SMART
CONTROLS**
+ £2.50
P/MONTH



**UNDERFLOOR
HEATING**
+ £11.50
P/MONTH



**CYLINDERS
OVER 120L**
+ £10
P/MONTH

WARMCOVER LANDLORD MULTI-PROPERTY DISCOUNT AVAILABLE

- ✓ No excess
- ✓ Parts and labour
- ✓ Annual Gas Safety Inspection & Certificate up to 3 appliances
- ✓ Annual Boiler service and efficiency check
- ✓ 10% off all our other services
- ✓ Priority fast tracked service
- ✓ Heating controls cover
- ✓ Heating system control
- ✓ Plumbing repairs

£40.00
PER MONTH

YEARLY COST
JUST **£480**

WARMCOVER LANDLORD

Having a heating or plumbing issue in your home is one thing, but when it's a property you rent to tenants the stress can double.

To start with your yearly landlord gas safety inspection and certificate for up to 3 appliances is covered (usually £102 inc VAT). But it's the priority fast tracked service and 24/7 support that landlords particularly value.

Own more than one property?
Message us for a bespoke quote to cover your entire portfolio.



WHAT TO DO IF YOU SUFFER A BREAKDOWN



1. Refer to our self-help check list on the next page to check the basics.



2. Contact our team on [01404 234363](tel:01404234363).

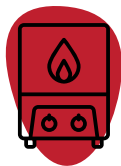
If our office is closed you will be directed to our nearest on call engineer.



3. State your cover plan and your customer account number, this can be found on your welcome letter.



4. Our team will arrange to attend your property to investigate and make a repair.



5. Your boiler will be tested and left in good working order.



6. You're left with a warm home and plenty of hot water.

GOT A PROBLEM?

SELF HELP CHECK LIST

1

DOES YOUR BOILER HAVE POWER?

Check your boiler has not been switched off by mistake. Check you have not suffered a power cut or that your fuse board hasn't tripped a switch.

2

ARE YOUR CONTROLS TURNED ON?

If you have had a power cut sometimes controls can return to the factory settings, check controls are set correctly.

3

DOES YOUR BOILER NEED TO BE RE-SET?

Is your boiler flashing a fault code? Try pressing the reset button and monitor the operation. Do not reset the boiler more than three times. This may just keep you warm until our engineers arrive.

4

HAS YOUR BOILER LOST SYSTEM PRESSURE?

Check the boiler pressure gauge, usually located on the front or base of the boiler it should be set between 1 & 2 bar. If it is reading zero this could be the problem. Our engineers should be able to assist over the phone to resolve this.

5

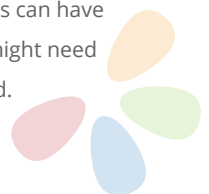
DO YOUR RADIATORS NEED BLEEDING?

Air in your radiators can cause all kinds of problems, bleed your radiators starting with the radiator at the lowest point. Check your boiler pressure upon completion.

6

DEAD BATTERIES?

Some room thermostats can have AA batteries in, they might need to be replaced.



TERMS & CONDITIONS

THESE ARE THE TERMS AND CONDITIONS ON WHICH WE PROVIDE YOU WITH YOUR WARMCOVER PLAN.

Please read these terms carefully before you submit your application form to us. These forms tell you who we are, how we will provide Warmcover and other services to you, how you or we may change or end the contract, what to do if there is a problem and other important information. If you think there is a mistake in these terms please contact us to discuss.

At Synergi SW Ltd we believe that the world should be taking more care of people's personal data and as such we have shared with you what we do with the data we hold in a transparent manner.

We'd like to reassure our customers that we are not in the business of renting, selling or trading email lists with other companies or businesses and we take care of the data you entrust to us. Our full privacy notice can be found at www.synergisw.co.uk/privacy-and-cookies.

CONTACT INFORMATION

We are Synergi SW Ltd a company registered in England and Wales. Our company registration number is 9147932 and our registered office is Spurtham Farm, Uptontery, Honiton, Devon EX14 9QD. Our registered VAT number is 194195771.

How to contact us:

You can contact us by telephoning our Customer service team on 01404 234363 or by writing to us at Synergi SW Ltd, Spurtham Farm, Uptontery, Devon, EX14 9QD or info@synergisw.co.uk. For urgent works required out of hours please contact us on 01404 234363 where you will be transferred accordingly.

How we may contact you:

If we have to contact you, we will do so by telephone or by writing to you at the email or postal address you provided to us in your application.



1. UNDERSTANDING OUR TERMS AND CONDITIONS

1. DEFINITIONS USED IN THESE TERMS

1.1 Abortive call:

Means a pre-planned visit to your home from one of our engineers could not take place due to reasons outside of our control or we could not gain access to your home. Please see clauses 2.1 – 2.10 (inclusive) for more information.

1.2 Empty Property:

Means when your Home has not been lived in for more than 30 days in a row. Lived in means slept in frequently.

1.3 Flue/Chimney:

Means a duct, pipe or opening for conveying exhaust gases from a fireplace, furnace, water heater, boiler or generator to the outdoors.

1.4 Home:

This is your place of residence being your private domestic dwelling and any covered garage as specified in your application form. The cover you have with us is property specific to the term of the address on the application form. In the event that you change address during the term you will need to contact us (in accordance with Clause 11).

1.5 Gas/ Wet Central Heating System (often referred to as 'system' in this document).

Means the central heating and hot water system in your home. This includes pipes which connect components of the system but not drainage supplies or domestic hot or cold-water pipework. This does not include any non-domestic heating or hot water systems or any form of solar heating.

1.6 Geographical Limits:

Our current catchment area as seen at www.synergisw.co.uk/ coverage.

1.7 Initial Survey:

Our visit to you after receipt of your application is to ensure that your boiler and system is suitable for our Warmcover products.

1.8 Our Website:

Means: www.synergisw.co.uk.

1.9 Out of Hours:

Means outside of our normal office hours of 8am – 5pm Monday to Friday.

1.10 Power flush:

Means a technique used to clear sludge from central heating system pipes, radiators, coils and heat exchangers.

1.11 Term:

Means a 12 month period commencing on the date your contract starts in accordance with clause 2.3.

1.12 Thermostatic Radiator Valve:

Means a thermostatic radiator valve (TRV), this is fitted to a hot water heating system radiator, to control the temperature of a room by changing the flow of hot water to the radiator.

1.13 Turbidity Test:

Means a test on the central heating fluid from the radiators or boiler, to determine the cloudiness or haziness of the fluid caused by suspended solids that are usually invisible to the naked eye (eg. 'sludge' or 'magnetite'). This test is important when trying to determine the quality of the water.

1.14 Vented / Unvented Hot Water Cylinder:

Means a vented cylinder which is usually fed from a tank in the loft space known as a 'header cistern'. It is known as vented due to an 'open vent pipe' from the system to discharge back into header cistern in the event of over-heating.

A vented cylinder will be identifiable to the user by: Header cistern (tank) in the loft. Lower water pressure on the hot tap in comparison to the cold. An unvented cylinder will be fed from the mains incoming water as opposed to a tank in the loft.

Unvented cylinders can be identifiable by: White / grey solid plastic jacket on the outside. High hot water pressure.

1.15 "Writing" includes emails:

When we use the words writing' or 'written' in these terms, this includes emails.

2. OUR CONTRACT WITH YOU

2.1 How we deal with your application:

On receipt of your application we will arrange for one of our engineers to carry out an initial survey at your home. You can either book this yourself via the website or we will contact you to arrange.

2.2 How we will accept your application:

Our acceptance of your application will take place once the engineer has carried out the initial inspection. The office team will contact you with your acceptance.

In the event that we are unable to accept your application following our initial survey your direct debit will be cancelled and/or an alternative product might be offered to you if appropriate.

2.3 When will my contract start:

A contract will come into existence between you on receipt of the direct debit instruction form. On receipt of the signed payment details you will receive from us a Warmcover Plan welcome pack.

2.4 If we cannot accept your application:

We may not be able to accept your application in circumstances where there are unexpected limits on our resources which we could not reasonably plan for in which case, we will inform you of this in writing and where possible explain the reasons why we are unable to accept your application. There may also be circumstances where the parts would not be readily available to us as the spare parts are obsolete in which case, we may only be able to accept your application if you replace your boiler. We may have other products which might be suitable for you and these will be offered if available.

2.5 Your customer number:

We will assign a customer number to your application. It will help us if you can tell us the customer number whenever you contact us about your Warmcover Plan Product.

2.6 Who will your contract be with:

Our contract will be with you as the individual who submitted

the application and as the individual who is named on and has signed the cover schedule. No-one other than you can benefit from this contract.

2.7 We only provide services within our Geographical limits.

Our brochure and marketing material is solely for the promotion of our services in our geographical limits. Our geographical limits will be considered prior to undertaking your initial survey and service. Unfortunately, at our discretion we will not accept applications from addresses outside our geographical limits.

2.8 What are the conditions for accessing your home:

We will only enter your home to carry out the works required if there is someone aged 18 or older present at all times during our visit. It is your responsibility as the contract holder to ensure our engineers have access to your home on pre-planned visits.












2.9 What if you are unable to access my Home:

If the visit is pre-planned and we are unable to access your home we will be unable to provide the services to you and you will need to arrange another appointment with us. If you fail to arrange a further appointment your contract will continue without any breach on our part.

2.10 What if you are unable to access my home on more than one occasion?

If we undertake three failed attempts to access your home and we are unable to access your home for reasons other than as a result of our own actions we reserve the right to charge an abortive call of an amount equivalent to half an hour (on our hourly rate charge as set out in clause 5.6 or as amended from time to time). We also reserve the right to terminate our contract with you in accordance with clause 8.

3. OUR PRODUCT/SERVICES WITH YOU

	ANNUAL SERVICE	BOILER	CONTROLS	SYSTEM	PLUMBING
WARMCOVER 1					
WARMCOVER 2					
WARMCOVER 3					

3. PROVIDING THE PRODUCTS AND SERVICES

3.1 How long will you provide the Warmcover Plan Products to me for?

We will supply the Warmcover Plan for the initial term of twelve months. After the initial term you may end the contract as described in Clause 7 or we end the contract by written notice to you as described in Clause 8.

3.2 How can I renew my Warmcover Plan Product?

Your contract with us will automatically renew unless you notify us that you want to end the contract as described in Clause 7 or we end the contract by written notice to you as described in Clause 8.

3.3 We are not responsible for delays outside our control

If our service to you under our Warmcover Plan is delayed by any event outside our control, then we will contact you as soon as possible to let you know and we will not be liable for delays caused by the event.

3.4 What will happen if you do not give required information to us:

We may need certain information from you so that we can supply the products to you, for example details in respect of your boiler and system history. We will contact you to ask for this information. If you do not give us this information within a reasonable time of us asking for it, or if you give us incomplete or incorrect or false information, we may either end the contract (and Clause 8.2 will apply) or make an additional charge of a reasonable sum to

compensate us for any extra work that is required as a result. We will not be responsible for providing services late, if this is caused by you not giving us the information we need, within a reasonable time frame of us asking for it.

3.5 What happens if I do not follow your safety advice?

Our engineers may advise you from time to time permanent repairs or improvements are needed to ensure your system works safely and complies with regulations in place at the time. If you do not follow this advice, we may be unable to provide you with the services under your Warmcover Plan product until this work has been carried out. Your contract will continue to run for the remainder of the Term unless you cancel the contract in accordance with Clause 7 or we cancel the contract in accordance with Clause 8.

3.1 WARMCOVER 1

WARMCOVER 1 INCLUSIONS

- + A service of your boiler and system health check. This includes:
 - Advice from fully-qualified and Gas Safe registered engineers during a repair visit or service.
 - Detailed flue gas analysis to show exactly how your boiler is performing.
 - Carbon Monoxide emission test.
 - Thoroughly clean the main heating burner as per manufacturer's instructions, condense trap, magnetic system filter, airways and vents.
 - Gas pressure / gas rate test to check the appliance is operating at the correct gas pressure.
 - Inspection on your boiler and controls to make sure they are operating safely and correctly.
 - Visual inspection to check for corrosion, leaks and defects.
- + A maximum of 5 call outs for different faults per year to carry out repair work to parts of the boiler.
- + Priority fast tracked service.
- + 10% off our standard products and services. The discounts will be applied at the time of invoice.

WARMCOVER 1 EXCLUSIONS

- x General exclusions listed in section 3.4.
- x Repair and replacement of boiler controls.
- x Repair and replacement of heating systems.
- x Repair and replacement of ground or air source heat pumps.
- x Repair and replacement of showers, baths, kitchens and other plumbing parts and pumps.
- x Drains.

3.2 WARMCOVER 2

WARMCOVER 2 INCLUSIONS

- + A service of your boiler and system health check. This includes:
 - Advice from fully-qualified and Gas Safe registered engineers during a repair visit or service.
 - Detailed flue gas analysis to show exactly how your boiler is performing.
 - Carbon Monoxide emission test.
 - Thoroughly clean the main heating burner as per manufacturer's instructions, condense trap, magnetic system filter, airways and vents.
 - Gas pressure / gas rate test to check the appliance is operating at the correct gas pressure.
 - Inspection on your boiler and controls to make sure they are operating safely and correctly.
 - Visual inspection to check for corrosion, leaks and defects.
- + A maximum of 5 call outs for different faults per year to carry out repair work to parts of the boiler.
- + Radiators: We will use reasonable endeavours to keep your systems well maintained and clean. If during the term your radiator leaks or become blocked and we are unable to unblock it, we will fit a replacement radiator. We will replace it on a like for like basis in respect of design and heat output.
- + Hot Water Cylinder breaking down including: loss of hot water and repairable water leak.
- + Boiler control repairs. Smart controls Hive, Nest, Salus and EPH Smart controls are charged at an extra £2.50 per month.
- + Priority fast tracked service.
- + 10% off our standard products and services. The discounts will be applied at the time of invoice.

WARMCOVER 2 EXCLUSIONS

- x General exclusions listed in section 3.4.
- x Smart controls brands outside of Hive, Nest, Salus and EPH Smart controls.
- x Repair and replacement of ground or air source heat pumps.
- x Repair and replacement of showers, baths, kitchens and other plumbing parts and pumps.
- x Where a radiator that is being replaced was a bespoke or decorative design (i.e. column - towel rail etc) it will be replaced with a standard radiator at the correct output for the room. Where you require a replacement decorative radiator, we will discuss the price with you and the amount you will need to contribute.
- x In the event that your Hot Water Cylinder leaks and is in our opinion beyond economical repair a new replacement will be required. We will assess what is required and provide a quote to complete the work which is not covered by your Warmcover Plan, this will include a discount of £100 towards a new cylinder.
- x Boiler Cylinders with a capacity of over 120L are excluded, but can be included for the additional charge of £10 per month.
- x Smart controls with the exception of Hive, Nest, Salus and EPH which are chargeable at an additional £2.50 per month.
- x Drains.

3.3 WARMCOVER 3

WARMCOVER 3 INCLUSIONS

- + A service of your boiler and system health check. This includes:
 - Advice from fully-qualified and Gas Safe registered engineers during a repair visit or service.
 - Detailed flue gas analysis to show exactly how your boiler is performing.
 - Carbon Monoxide emission test.
 - Thoroughly clean the main heating burner as per manufacturer's instructions, condense trap, magnetic system filter, airways and vents.
 - Gas pressure / gas rate test to check the appliance is operating at the correct gas pressure.
 - Inspection on your boiler and controls to make sure they are operating safely and correctly.
 - Visual inspection to check for corrosion, leaks and defects.
- + A maximum of 5 call outs for different faults per year to carry out repair work to parts of the boiler.
- + Radiators: We will use reasonable endeavours to keep your systems well maintained and clean. If during the term your radiator leaks or become blocked and we are unable to unblock it, we will fit a replacement radiator. We will replace it on a like for like basis in respect of design and heat output.
- + Hot Water Cylinder breaking down including: loss of hot water and repairable water leak.
- + Boiler control repairs. Smart controls Hive, Nest, Salus and EPH Smart controls are charged at an extra £2.50 per month.
- + Priority fast tracked service.
- + 10% off our standard products and services. The discounts will be applied at the time of invoice.
- + Plumbing works on your property including: your pipes between your internal stopcock and taps, garden taps, toilets and kitchen appliances Replacement of parts where they can't be repaired, including taps and flushes.

WARMCOVER 3 EXCLUSIONS

- x General exclusions listed in section 3.4.
- x Repair and replacement of ground or air source heat pumps.
- x Repair and replacement of showers, baths, kitchens, sanitary ware, seals, grouting, tiles and appliances.
- x Where a radiator that is being replaced was a bespoke or decorative design (i.e. column - towel rail etc) it will be replaced with a standard radiator at the correct output for the room. Where you require a replacement decorative radiator, we will discuss the price with you and the amount you will need to contribute.
- x In the event that your Hot Water Cylinder leaks and is in our opinion beyond economical repair a new replacement will be required. We will assess what is required and provide a quote to complete the work which is not covered by your Warmcover Plan, this will include a discount of £100 towards a new cylinder.
- x Cylinders with a capacity of over 120L are excluded, but can be included for the additional charge of £10 per month.
- x Smart controls with the exception of Hive, Nest, Salus and EPH which are chargeable at an additional £2.50 per month.
- x Drains and water meters.
- x Your external water supply pipe from the boundary of your property to the house.
- x Frozen pipes where no other damage is present.
- x Plumbing to outbuildings if the supply is separate to the main supply.
- x Any parts designed to boost the mains water pressure.
- x Water softeners, filters, waste disposal units and taps that deliver boiling or filtered water.
- x Swimming pools, fountains, ponds, water features, irrigation systems, freestanding outside taps and any pipes running to them.
- x Rainwater pipes and guttering.
- x Excavation directly under the property.
- x Devices designed to assist in the detection of leaks.

3.4 GENERAL EXCLUSIONS

GENERAL EXCLUSIONS

- x Replacing parts where our engineer determines that it is beyond economical repair or that the parts required are obsolete.
- x Replacing your boiler.
- x Repairing or replacing flues that are not part of your boiler.
- x Repairing or replacing parts and controls that are specifically designed for piped or electric under floor heating (including warm-air systems).
- x Boiler-mate or similar external products such as system filters, descalers and air-eliminating devices.
- x Replacement and repair of concealed, buried or unreasonably covered pipework.
- x Builders or reinstatement works associated with your Warmcover plan product services.
- x Call outs due to operator error.
- x Existing Faults and Design Faults: Including but not limited to the costs of repairs resulting from design faults or faults which are existing in connection with your boiler and water system.
- x Third Party and accidental damage: including but not limited to the costs of repairs relating to damage caused by you or someone else.
- x Indirect losses or damage caused by the breakdown: Unless we are responsible for it, we will not include loss or damage to your home (including any cleaning needed) or any other type of loss caused by the boiler or system covered by the Warmcover Product breaking down or leaking (for example damage to furniture caused by water leaks).
- x Normal insured risks: Including but not limited to the cost of repairing faults or damage caused by freezing weather conditions, subsidence, structure repairs, accident, fire, lightning, explosion, flood, earthquake or storm. You should check your household insurance to make sure you have enough cover for these risks.
- x Replacing appliances other than those specified in your Warmcover Plan Product (i.e. bathroom fixtures, showers and sanitary ware).
- x Improvements and Cosmetic damage: Including work that is needed to bring your system up to current standards and improvements such as system upgrades.
- x Deliberate damage or misuse.
- x Appliances that have been added to the heating system by a third-party contractor.
- x Resetting controls (for example: Thermostats and programmers following change due to winter or summer).
- x Repairing faults or clearing physical blockages: (Blockage such as debris, sludge and scale, but not air locks) if we have told you permanent repairs or improvements are needed to make sure your appliance or system works properly.
- x Removing asbestos associated with repairing the appliance or system. When you have had any asbestos removed you must give us a clean-up certificate before we will do any further work at your home.
- x Repairing or replacing any lead or steel central heating pipes.
- x The cost of repairing damage or breakdowns caused by changes to, or problems with, the gas electricity or water services.
- x Commencing and/or continuing services where we reasonably consider that there is a health and safety risk including: The presence of hazardous materials, infestations or harassment of our personnel. We will not recommence work until the health and safety risk has been rectified to our satisfaction.
- x Repairs: (such as to your heat exchanger) that are required due to the build-up of sludge or other debris, power flushing or similar cleaning procedure is required in a timely manner for an additional charge.
- x A request for a repair which occurs outside of the term or during the term where the home is deemed to be an empty property.

MAKING CHANGES & CANCELLATIONS

4. YOUR RIGHTS TO MAKE CHANGES

If you wish to make a change to the Warmcover Plan Product you have chosen, please contact us. We will let you know the updated price of the product and when this will be applied or anything else which would be necessary as a result of your requested change.

5. OUR RIGHTS TO MAKE CHANGES

5.1 Minor changes to the services. We may change our products or services.

5.2.1 To reflect the changes in relevant laws and regulatory requirements.

5.2.2 To implement minor adjustments and improvements:

These changes will not affect the services provided to you.

5.2 More significant changes to our products/services and these terms:

In addition, we may make changes to your product but if we do and we consider these to be significant or likely to have detrimental effects on the service to be provided to you we will notify you.

5.3 Changes to Pricing.

We may amend the prices of our products or services from time to time. However, any changes to our pricing, products or discounted rates after the start of your contract in accordance with clause 2.3 will be notified to you in advance of the proposed changes taking effect.

6. YOUR RIGHTS TO END THE CONTRACT

6.1 You can always end your contract with us:

Your rights when you end the contract will depend on how we are performing and when you decide to end the contract.

6.1.1 If you want to end the contract because of something we have done or have told you we are going to do:

See clause 6.2.

6.1.2 If you have changed your mind about the Warmcover Plan Product see clause 6.3.

You may be able to get a refund if you are within the cooling-off period but this may be subjected to deductions.

6.2 Ending the contract because of something we have done or are going to do.

If you are ending a contract for a reason set out at 6.2.1 to 6.2.4 below, the contract will end immediately and we will refund you any money due as per the terms and conditions of the contract. The reasons are:

6.2.1 We have told you about an upcoming significant change to the Warmcover Plan Product terms which you do not agree to (see Clause 5.2).

6.2.2 We have told you about an error in the price or description of the Warmcover Plan Product you have ordered and you do not wish to proceed.

6.2.3 There is a risk that supply of the services in respect of the Warmcover Plan Product may be significantly delayed because of events outside our control.

6.2.4 You have a legal right to end the contract because of something we have done wrong.

6.3 Exercising your right to change your mind (Consumer Contracts Regulation 2013):

Where you have entered into a contract with us off premise you have a legal right to change your mind within 14 days (the cooling-off period) and receive a refund. If works have been completed in these 14 days then this will become chargeable. See www.synergisw.co.uk/charges for a list of these costs.

6.4 Ending the contract where we are not at fault and there is no right to change your mind:

Even if we are not at fault and you do not have a right to change your mind (see Clause 6.1) you can still end the contract before expiry of the term, but you may have to pay us compensation. If you want to end a contract before expiry of the term where we are not at fault and you have not changed your mind just contact us to let us know. The contract will end at the end of the month in which we are notified of your wish to cancel. If we have carried out any work under your Warmcover Plan prior to you ending this contract we will charge for the work completed, including boiler services and the initial inspection time. See

MAKING CHANGES & CANCELLATIONS

www.synergisw.co.uk/charges for a list of costs.

7. HOW TO END THE CONTRACT WITH US (INCLUDING IF YOU HAVE CHANGED YOUR MIND)

7.1. Tell us you want to end the contract:

To end the contract with us, please let us know by doing one of the following:

7.1.1 Phone or email: Call customer services on 01404 234363 or email at info@synergisw.co.uk Please provide your name, home address, details of your customer number and where available your phone number and email address.

7.1.2 By Post: Simply write to us at our address including details of your customer number and your name and address.

7.2 How we will refund you:

We will refund you via bank transfer. However, we may make deductions from the price, if a cancellation fee is due.

7.3 When your refund will be made:

We will make any refunds due to you as soon as possible. If you are exercising your right to change your mind then your refund will be made within 14 days of your telling us you have changed your mind in accordance with Clause 6.3.

8. OUR RIGHTS TO END THE CONTRACT

8.1 We may end the contract if you break it.

We may end the contract at any time by writing to you if:

8.1.1 You do not make any payment to us when it is due and you still do not make payment within 14 days of us reminding you that payment is due.

8.1.2 You do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the services to you under your Warmcover Plan Product.

8.1.3 You do not, within a reasonable time, allow us access to your home to supply the services or there have been three abortive calls.

8.1.4 You provide us with false information.

8.1.5 You move from your home and on carrying out an

inspection survey at the new home we inform you that we are unable to continue to provide you with the Warmcover Plan Product.

8.1.6 You move from your home and fail to notify us of your address in accordance with Clause 11.

8.1.7 Your boiler or system has a pre-existing fault.

8.1.8 Despite our efforts we are unable to find spare parts for your products covered by your Warmcover plan or we deem them beyond economical repair.

8.1.9 We deem your home to be an unfit or unsafe environment for our engineers.

8.1.10 If we have advised that permanent repairs or improvements are needed to make sure your boiler or system works properly and you do not follow our advice within a reasonable period of time. This may include advising you to replace your boiler or system.

8.2 You must compensate us if you break the contract:

If we end the contract in the situations set out in Clause 8.1 we will refund any money you have paid for the remainder of the term subject to any cancellation fees which apply in respect of services provided (see clause 6.4).

8.3 We may withdraw the Warmcover Plan Products:

We may write to you to let you know that we are going to stop providing the product. We will let you know at least 30 days in advance of our stopping and tie in your final date with your final payment.

PRICE, PAYMENT & COMPENSATION

9. PRICE AND PAYMENT

9.1 Where to find the price for the product:

The price of the Warmcover Plan Product will be as detailed in your application and cover schedule. The prices of other services provided by us which are outside of your Warmcover Plan Product will be as detailed on our website from time to time or as otherwise notified to you.

9.2 When you must pay and how you must pay:

The first payment will be taken over the phone with our office team. We accept all major credit and debit cards except American Express. Subsequent payments will be collected via direct debit on the 1st or 15th of every month until cancellation.

9.3 We can charge a late payment fee if you pay late:

If you do not make any payment to us by the due date, we may charge you a late payment fee of £10. You must pay this late payment fee together with any overdue amount to reactivate your policy. You are no longer covered by Warmcover until the payment has been made. If no payment has been received after 14 days of the payment due date we reserve the right to cancel your contract and invoice for any cancellation fees (see clause 8.2).

9.4 What to do if you think an invoice is wrong:

If you think an invoice is wrong please contact us promptly to let us know. You will not have to pay the late payment fee until the dispute is resolved. Once the dispute is resolved we will charge you the late payment free in accordance with clause 9.3.

10. OUR RESPONSIBILITY FOR LOSS OR DAMAGE SUFFERED BY YOU

10.1 We are responsible to you for foreseeable loss and damage caused by us:

If we fail to comply with these terms, we are responsible for loss or damage you suffer that a foreseeable result of our breaking this contract or our failing to use reasonable care and skill but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen for example, if you discussed it with us during the sales process.

10.2 We do not exclude or limit in any way our liability to you where it would be unlawful to do so:

This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors, for fraud or fraudulent misrepresentation.

10.4 We are not liable for business losses:

We only supply our Warmcover Plan Products and services in connection with this for domestic and private use. We will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

OTHER IMPORTANT TERMS

11. OTHER IMPORTANT TERMS

11.1 Change of address:

If you move from your home to a new address you should contact us immediately to notify us of this change. We will need to carry out an Inspection survey of your new home to confirm if your contract with us can transfer to your new home, or if we need to enter into a new contract with you. If your boiler or heating system is not approved and we are unable to continue to provide you with our Warmcover Plan Product we will cancel the agreement with you under clause 8.1.

11.2 We may transfer this agreement to someone else:

We may transfer our rights and obligations under these terms to another organisation. Where reasonably possible we will always tell you in writing if this happens or contact you to let you know if we plan to do this.

11.3 You need our consent to transfer your rights to someone else:

You may only transfer your rights or your obligations under these terms to another person if we agree to this in writing.

11.4 Nobody else has any rights under this contract:

This contract is between you and us. No other person shall have any rights to enforce any of its terms. Neither of us will need to get the agreement of any other person in order to end the contract or make any changes to these terms.

11.5 If a court finds part of this contract illegal, the rest will continue in force:

Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

11.6 Even if we delay in enforcing this contract, we can still enforce it later:

If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not

prevent us taking steps against you at a later date. For example, if you miss a payment and we do not chase you but we continue to provide the Warmcover Plan Product, we can still require you to make the payment at a later date.

11.7 Which laws apply to this contract and where you may bring legal proceedings:

These are governed by English law and you can bring legal proceedings in respect of the products in the English courts.

12. HOW WE MAY USE YOUR PERSONAL INFORMATION

12.1 How we will use your personal information:

We will use the personal information you provide to us:

12.1.1 To supply the Warmcover Plan Product services to you.

12.1.2 To process your payments.

12.1.3 If you agreed to this during the application process to give you information about similar products and services that we provide, but you may stop receiving this at any time by contacting us.

12.2 We will only give your personal information to third parties where the law either requires or allows us to do so.

13. IF THERE IS A PROBLEM

13.1. How to tell us about problems:

If you have any questions or complaints about the product, please contact us. You can telephone our customer service team at 01404 234363 or write to us at info@synergisw.co.uk or by post to our address.

13.2 How we deal with your problems:

We deal with your problems very seriously and have a thorough procedure in place. Any complaints received are logged on our system and you will be contacted and informed about the next steps and we will carry out, as far as reasonably possible, a full investigation to reach a resolution with you.

13.3 Gas leaks should always be reported to the Gas Transporter on 0800 111 999.

FREQUENTLY ASKED QUESTIONS

Q. How do I sign up?

A. Visit www.synergisw.co.uk/care-plans to sign up online or call us on 01404 234363 and one of our friendly team will guide you through the process.

Q. Can I get my boiler serviced straight away?

A. Yes! If your boiler is due a service we can service it immediately. Otherwise we can service it as soon as it is due.

Q. I haven't been servicing my boiler. Can I get Warmcover?

A. Yes, as long as the boiler passes the initial inspection. If your boiler is found in bad condition we may quote a repair before accepting the boiler onto the Warmcover scheme.

Q. Will you remind me when my boiler is due a service?

A. Yes we have an automated system to contact you 6 weeks before your boiler is due for service. This can be done via written letter in the post or email.

Q. How will you take my payment each month?

A. We take payment using a secure direct debit which we can set up for you or you can sign up to online. The payments can be taken on either the 1st or 15th of each month.

Q. What does priority fast tracked service mean?

A. We serve over 3000 general clients in the area. If a priority (Warmcover) client contacts us we will prioritise their repair and move non urgent jobs to create a time slot if required.

Q. What does 24/7 support mean? Is there a call out charge?

A. There is no excess for Warmcover visits. We have a 24 hour

phone line. If we deem your issue not to be urgent we will schedule your appointment during our core hours of Monday-Friday 8am-4:30pm. If you have an urgent issue outside of these times we will send out an on-call engineer.

Q. What if you can't fix my boiler?

A. If we can't fix your boiler but parts are available we will contact the manufacturer on your behalf and arrange for a fixed price repair with the cost covered by your cover plan with us. If we deem your boiler beyond economical repair or parts are not available we can install you a new boiler at a discounted rate and provide a 10+ year guarantee.

Q. What can I spend my 10% discount on?

A. Anything from entire bathrooms to new taps! Take a look at the back of this booklet to see all of our services.

Q. Can I cancel my plan? How do I go about cancelling?

A. Upon sign up your minimum contract term is 12 months. After this time you can cancel your plan at any time with 30 days written notice.

Q. Do you have any customer reviews I can read before signing up?

A. Yes, we're proud to be independently rated 4.9/5 on Facebook, 4.9/5 on Trustpilot and 4.7/5 on Google reviews.

To read our Trust pilot reviews visit uk.trustpilot.com/review/synergisw.co.uk. To read our Facebook reviews visit www.facebook.com/synergiswlimited/reviews and to read our Google reviews give us a Google!

"Excellent service by Pete and Richard. They were both extremely neat and tidy and I would definitely recommend. Very competitive prices and a very professional company. Thank you and I look forward to using you again"

- James Peterson





Everything
**Plumbing &
Heating**

WE DON'T JUST DO BOILER CARE

OUR OTHER SERVICES



BOILER
INSTALLATIONS



DOMESTIC
PLUMBING
REPAIRS



HOT WATER
TANKS



UNDERFLOOR
HEATING



BATHROOM
DESIGN &
INSTALLATION



GAS, OIL
& LPG



SOLAR
SYSTEMS



HEAT
PUMPS



FULL HOUSE
INSTALLATIONS

Synergi SW Ltd
Spurtham Farm
Upottery
Honiton
EX14 9QD

 synergisw.co.uk

 info@synergisw.co.uk

 01404 234363

 [synergi_sw](https://www.instagram.com/synergi_sw)