

JHP Services

H O M E C A R E

Cover from just
£12.00 a month!



JHP Services
HEATING | PLUMBING | RENOVATIONS

WORCESTER
Accredited Installer

BOSCH

What's Covered?



Boiler Service & Gas Safety Certificate



Boiler & Controls



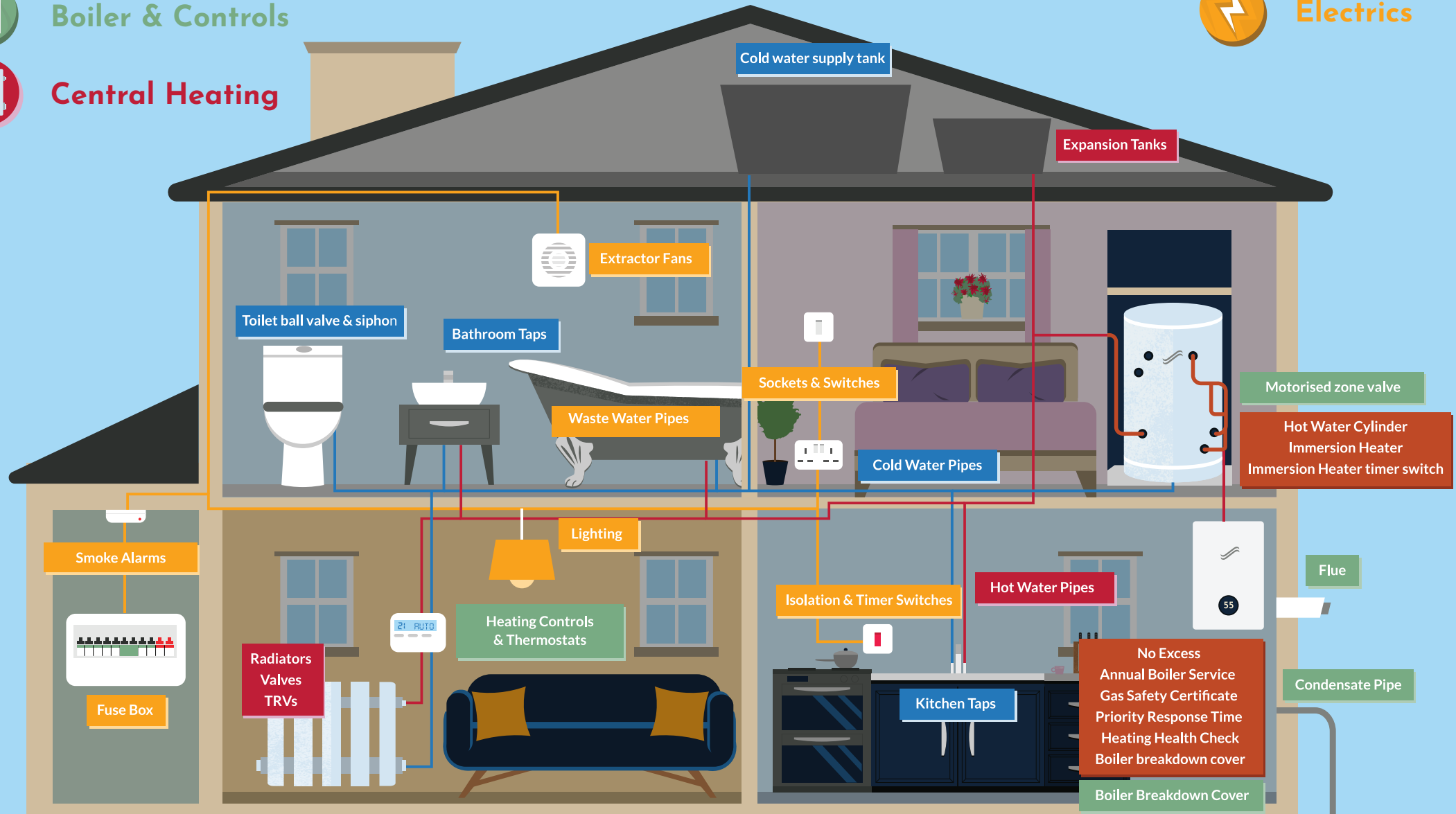
Central Heating



Plumbing



Electrics



Boiler Service & Gas Safety Certificate

Included:

- ✓ Annual servicing of your gas boiler.
- ✓ A visual inspection of your gas meter, gas pipework, and any gas appliances.
- ✓ A certificate for your gas meter, pipework, and any installed gas appliances, sent via email.

Not Included:

- ✗ Repairs or replacement of the gas meter, pipework, or appliances.
- ✗ The cost of re-inspecting any issues highlighted in your Gas Safety Certificate.
- ✗ Testing of appliances not provided or identified by the landlord for inspection.
- ✗ Testing of appliances when access to the electrical connection point is unavailable.

Boiler & Controls

Included:

- ✓ Repairs to a single natural gas boiler in your property (for home use only, with a capacity of no more than 70kW).
- ✓ Repairs to boiler controls, such as the programmer, thermostats, motorised zone valves, and central heating pump.
- ✓ Repairs to the flue, including the flue terminal, up to one meter in length.
- ✓ Boiler replacement if your boiler is less than 7 years old at the time of the claim and cannot be repaired you will be entitled to our loyalty discount off the installation cost depending on what plan you are subscribed to.
- ✓ Replacement of heating controls if repairs are not possible.
- ✓ Replacement of the flue, including the flue terminal, up to one meter in length.

Not Included:

- ✗ Boilers needing repair or replacement at the time of sign-up.
- ✗ Repairs to showers, their components, or shower pumps.
- ✗ Damage caused by lime scale, sludge, or other debris.
- ✗ Underfloor heating systems and their associated controls.
- ✗ Repairs or replacements for flues longer than one meter or for open-flued appliances (unless installed by us).
- ✗ Replacing or topping up system inhibitor unless it has been removed by us.
- ✗ Repairs or replacements to the central heating system unless covered under Advanced/Complete cover.
- ✗ Smart controls.
- ✗ Issues caused by resetting controls or replacing batteries in the controls.
- ✗ Inaccessible components or design faults.
- ✗ Damage caused by weather or freezing conditions.

Central Heating

Included:

- ✓ Repairs to cylinders, immersion heaters, and wired-in timer switches.
- ✓ Repairs to your property's heat and hot water system, including expansion tanks, radiators, bypass systems, and radiator valves.
- ✓ Repairs to pipes connecting your central heating system.
- ✓ Replacement of central heating system components if repairs are not possible.
- ✓ Coverage for standard replacement radiators (decorative radiators not included).

Not Included:

- ✗ Central heating systems already in need of repair or replacement at the time of sign-up.
- ✗ Damage caused by limescale, sludge, or other debris.
- ✗ Underfloor heating systems and their associated controls.
- ✗ Replacement of curved or designer radiators.
- ✗ Repairs or replacements for electrical elements in radiators.
- ✗ Replacing or topping up system inhibitor unless removed by us.
- ✗ Inaccessible components or design faults
- ✗ Damage caused by weather or freezing conditions
- ✗ Repair or replacement of white goods appliances.
- ✗ Water tanks or cylinders that cannot be repaired.
- ✗ Damage caused by weather or freezing conditions

Internal Plumbing

Included:

- ✓ Repairs to your water supply pipe from the incoming mains isolation point to the property.
- ✓ Repairs to hot and cold water pipes between the internal stopcock and your taps, including garden taps and flexible pipes for kitchen appliances.
- ✓ Repairs to the hot water cylinder and cold water tanks, including immersion heaters, toilet siphons, isolation valves, ball valves, and radiator valves.

Not Included:

- ✗ Radiators (unless you are on a plan that covers central heating).
- ✗ Showers, their components, shower pumps, sanitary ware, spa baths, seals, and grouting.
- ✗ Water pipes running between your home and any detached outbuildings, as well as water softeners, filters, and waste disposal units/taps.
- ✗ Rainwater pipes and guttering.
- ✗ Frozen pipes that need defrosting without other damage.
- ✗ Water meters.
- ✗ Water supply pipes that don't serve your home.
- ✗ Repair or maintenance of devices designed to detect leaks in your plumbing system.
- ✗ Plumbing in outbuildings if the supply comes from a separate mains connection.
- ✗ Macerators.
- ✗ Supplying replacement taps.
- ✗ Repair or replacement of white goods appliances.
- ✗ Water tanks or cylinders that cannot be repaired.
- ✗ Damage caused by weather or freezing conditions.

Included:

- ✓ Repairs to the mains electrical system and wiring within your property.
- ✓ Repairs to the fuse box, switches, sockets, isolation switches, and immersion heater timer switch.
- ✓ Repairs to smoke alarms connected to your wiring.
- ✓ Repairs to extractor fans up to 15cm in diameter.
- ✓ Repairs to outside lighting fixed to your home or outbuildings, provided it is less than ten meters above ground.
- ✓ Replacement of any of the above items if they cannot be repaired.

Not Included:

- ✗ Complete rewiring of the system.
- ✗ The electricity supply cable up to the fuse box or mains isolation switch.
- ✗ Electrical appliances, burglar alarms, and camera systems.
- ✗ Showers and their components, shower pumps, cooker extractor hoods, storage and panel heaters, underfloor heating, swimming pools, controls, pumps, detectors, timers, programmers, electrical plugs, solar panels, and inverters.
- ✗ Electrical systems in outbuildings with a separate electricity meter from the home.
- ✗ Outside lighting not attached to your home or outbuildings.
- ✗ Rubber or lead-covered cables.
- ✗ Upgrading existing fuse boards.
- ✗ Electrical gates.
- ✗ Complete or partial system rewires.
- ✗ Repair or replacement of white goods appliances.
- ✗ Electrical terminal ends (such as light fittings and bulbs).

The First Visit

We will arrange an initial first visit to assess the equipment's eligibility and to see if there are any pre-existing faults.

If we find your equipment is not on the approved list or has a pre-existing fault, we will provide you with a quotation setting out what needs to be done to fix it and how much this will cost. We will not start the contract with you until this work is carried out by our team.

Coverage only begins after approval; pre-existing faults must be repaired before the contract starts.

If you decide not to proceed with our quotation, you will be liable for the service cost of £60.00.

Terms of Cover Plans

Contracts are for a minimum of 12 months, auto-renewing monthly thereafter unless cancelled.

Service fees may adjust annually for inflation or equipment conditions, with prior notice.

Fees & Payment

Payment terms are specified in the contract, with late payments incurring interest and potential suspension of services.

Additional services outside the contract require separate acceptance and payment.

Prices may adjust annually due to inflation, appliance age, usage or material price increases.

You may need to pay an excess each time we carry out a repair that is not covered in the service contract. You will need to pay this prior. If a further fault is reported that is related to one, we have fixed in the last 6 months, you will not need to pay an additional excess, but we will decide at our discretion whether the fault is related to an earlier one.

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If we send you an invoice, you must pay this upon completion of the work. If your payment is late, including if a Direct Debit payment does not go through on time, we may charge you interest for each day the payment is late, until we receive it.

Interest will be calculated at 4% per annum above the Bank of England base rate. If your payment is late, we may also stop providing our Services to you until we have received them.

Services

The company commits to industry best practices and aims for minimal disruption.

Covers up to £500 for accessing and restoring hidden equipment which is behind walls or under floors but excludes pre-existing damage. We are not liable for restoring the flooring, tiles, covering etc.

Central heating flushes and obsolete parts may incur additional costs or result in removal from the contract.

Please be aware that central heating flushing to remove debris from a central heating system can, on rare occasions, expose previously undetected faults, weak points, or breaches in the system. We cannot be held responsible for any such pre-existing conditions which might be revealed, or for any resulting damage which might occur unless we caused it.

If we receive a request for a call out in the event of a breakdown, we will respond to the call out within a 48 hour timeframe. Should you deem the issue to be an emergency we endeavor to respond to you sooner than 48 hours however our vulnerability policy will be adhered to. We cannot guarantee we will be able to Repair the fault within this time, but we will keep you informed of progress throughout and will endeavour to provide a temporary solution if necessary.

From time to time, your Equipment may need permanent repairs, improvements, or system flushes that are not covered by your cover plan to keep working safely and efficiently. We will quote for these separately and if you do not wish to go ahead with the quote, then that Equipment will be removed from the Contract.

If, in our reasonable opinion, we consider that any Equipment cannot be repaired economically or any Equipment or parts become obsolete and we notify you of

Terms & Conditions

this, we will not be required to carry out any Services in relation to that Equipment and it will be deemed to be no longer listed under the cover plan.

When your annual service is due, we will send you an email to arrange it. If we do not receive a response, we will not make another attempt, but you can contact us at any time to arrange your annual service.

Your Obligations

Customers must take reasonable steps to protect their property whilst work is being carried out. JHP Services cannot be held liable for damage which could occur because of your failure to move delicate and/or valuable items.

You will always provide us with access to the Property and the Equipment during which we reasonably require such access to provide the Services. We require a person over the age of 18 to be present at the Property while we carry out the Services. If you are not at the Property when our engineer visits, you must make sure that there is someone else present who can give instructions to our engineer on your behalf.

If we are unable to gain access to the Property or the Equipment, we will consider this an aborted visit and we will charge for this at our standard rate in place at the time. It will be your responsibility to rearrange our visit.

Tenants or managing agents can arrange visits if authorised to do so.

Cooling Off Period

Consumers can cancel within 14 days of signing up and will receive a full refund.

If you wish to cancel within the cooling off period, please inform us by email or phone immediately.

If the Services are completed within the 14-day cooling-off period, you will lose the right to cancel once the work is completed.

Services started during the cooling-off period will be charged proportionately.

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Cancellation After Cooling Off

Customers can cancel after 12 months with 30 days written notice.

The Contract will then automatically renew on a rolling monthly basis, unless you contact us in writing to cancel, giving at least 30 days' notice of the cancellation.

Cancellation within the contract term may require payment for services already rendered.

Termination

The company can terminate the contract for various reasons such as:

- o Non-payment
- o Abusive behavior
- o Equipment deemed unfit for coverage.
- o Our advice, repairs and improvements are not undertaken.

If we terminate your Contract for any reason, you will have to pay for Services we have carried out, any Equipment and/or parts we have bought, and any costs incurred by us as a result.

Goes into bankruptcy or liquidation (whether voluntary or compulsory)

If the contract is terminated for any reason, this will revoke any contract service warranty that has been offered to you.

Contact Details

Customers can reach the company via phone, email, or mail for questions or complaints.

Email – enquiry@jhpservices.co.uk

Phone – 0131 552 0854

Mail – 3 West Shore Road, Unit 5, Edinburgh, EH5 1QB

Use of Personal Information

Personal data is processed under GDPR and the Data Protection Act 2018.

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Terms of Cover Plans

Contracts are for a minimum of 12 months, auto-renewing monthly thereafter unless cancelled.

Service fees may adjust annually for inflation or equipment conditions, with prior notice.

Faults that are caused by home owners, tenants or other contractors used for repairs are not covered by JHP HomeCare.

Essential - £19.00

No Excess
Annual Boiler Service
Gas Safety Certificate
Priority Response Time
Heating Health Check
Free of Charge Call-Outs
10% Discount off labour
10% Off parts
10% Loyalty discount off other services
Boiler Cover

Advanced - £39.00

No Excess
Annual Boiler Service
Gas Safety Certificate
Priority Response Time
Heating Health Check
3 Free of Charge Call-Out Per Year
100% Discount off labour
50% Off parts
25% Loyalty discount off other services
Boiler & Control Cover
Central Heating Cover
Internal Plumbing Cover

Premium - £29.00

No Excess
Annual Boiler Service
Gas Safety Certificate
Priority Response Time
Heating Health Check
2 Free of Charge Call-Out Per Year
50% Discount off labour
Parts not included
20% Loyalty discount off other services
Boiler Cover
Central Heating Cover

Complete - £49.00

No Excess
Annual Boiler Service
Gas Safety Certificate
Priority Response Time
Heating Health Check
4 Free of Charge Call-Out Per Year
100% Discount off labour
100% Off parts
30% Loyalty discount off other services
Boiler & Control Cover
Central Heating Cover
Internal Plumbing Cover
Home Electrics Cover
£60 excess on electrical

JHP Services

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