

## DISTRICT HEATING SERVICE & MAINTENANCE PLANS FOR HOMEOWNERS

A choice of plans to cover your home heating system, including two free call-outs a year.

### WE CAN COVER YOUR:

- High pressure HIU (Heat Interface Unit).  
The large white box usually installed in a cupboard, sometimes called "a board" or "consumer connection cabinet".
- Low pressure HIU.
- Instantaneous HIU.  
A twin plate heat exchanger installed at Bentinck, Manvers & Kingston Courts in Sneinton only.
- Balancing / commissioning of the heating system.
- Balancing/commissioning of the hot water cylinder (bacteria reduction maintenance).
- Hot water cylinder.
- Cold water storage tank (only if no asbestos is present).
- Heating pipework and valves.
- Radiators.
- And more...

# KEEPING YOU SAFE AND WARM IN YOUR HOME

We've designed our Service & Maintenance Plans to bring you cost-effective cover for the district heating system in your home. We understand that everyone has different needs and preferences, so we offer a choice of plans to suit your home, HIU (white box) type and budget.

## CALL-OUTS AND MAINTENANCE VISITS

A key benefit of our Plans is that you can call us out up to twice in any 12 month period\* without paying an additional fee, provided the call-out relates to a covered service and is a genuine emergency, such as an uncontrollable water leak.

Your call-out will also be prioritised over non-Plan customers and we'll aim to get to you within one working day (excluding Christmas Day).

As well as your call-outs, we'll also make one planned preventative maintenance visit to check your heating system is in good working order and sort out any problems.

Once you've been a customer with us for 12 months, we'll also give you a 10% discount on parts and labour that aren't covered by your Plan. This will include non-essential works, like plumbing in a new kitchen or bathroom.

## OTHER BENEFITS INCLUDE:

- Peace of mind that your HIU (white box) and hot water cylinder and other covered services are maintained for safety. (Please note your hot water cylinder needs to be heated sufficiently to reduce and kill legionella and other bacteria).
- Genuine value for money with no hidden costs or unexpected repair bills.
- Reliable, high quality service from the only engineers who are currently approved by Nottingham City Council and EnviroEnergy Ltd for the Nottingham City District Heating Scheme.
- Compliance with manufacturer's guarantees (where applicable).
- Free phone help and advice, e.g. setting your central heating time clock.

Please note: contractor approval is a condition of sale by Nottingham City Council, which is stated in the land registry documentation (title deeds).

\* Subsequent call-outs will be charged at £50 plus VAT per visit. There'll be no extra charge for parts and labour covered by your Plan.

## WHY CHOOSE US?

As experts in servicing and maintaining district heating systems, N. Leonardi Ltd have been approved by Nottingham City Council to maintain district heating systems in privately-owned properties in your area.

For your peace of mind, we're also Gas Safe registered, Trading Standards Approved, a Which? Trusted Trader and Accredited Installers for several leading plumbing and heating brands. Therefore, you can be confident our engineers are honest and reliable, and will strive to do a great job, every time.



Nottingham  
City Council

Energy  
Services



## OUR PLANS AT A GLANCE

	LOW PRESSURE HIUs	HIGH PRESSURE HIUs
BASIC PLAN	£200 per year	£200 per year
EXTENDED PLAN*	£250 per year	£280 per year
ULTIMATE PLAN*	£300 per year	£330 per year

\* Please note that the minimum term for our Extended and Ultimate Plans is 24 months.

### LOW PRESSURE OR HIGH PRESSURE HIU?

If you don't know what type of HIU you have in your home, don't worry. Our engineers will be able to tell you when we carry out our initial inspection and survey.

Please note that certain types of HIU are more complex to maintain, which means we sometimes need to quote higher prices than those shown in the table above. Similarly, if you have a larger-than-average property, we may also need to quote you a bespoke price for your plan. If either or both of these apply to you, we'll provide a clear quote in writing and explain the costs in full.



### WHAT WE COVER

Your Plan will always include an annual service and routine maintenance for your HIU, balancing your heating system so it works as efficiently as possible and repairing leaks in your pipework. If you'd like us to cover additional parts of your heating system, you can choose our Extended or Ultimate Plans to provide extra reassurance. All the works will be carried out by qualified engineers highly experienced at working with district heating systems.

Before applying for your chosen Plan, please read this brochure and our Terms & Conditions carefully. You'll have a copy of these with your application form or you can find our full terms and conditions online at [www.nleonardi.co.uk](http://www.nleonardi.co.uk).

Please refer to pages 4 to 6 for details of exactly what's included and not included in each Plan.

### ARE YOU ELIGIBLE FOR A PLAN?

You can apply for a Plan if:

- You own a property in Nottingham that's connected to the EnviroEnergy District Heating Network. This is either a property you own and live in yourself or you own and are a Buy to Let landlord.
- Your HIU and any other services you'd like us to cover are safe and in good working order at the time of your application (see our Terms and Conditions for more detail).

### IMPORTANT NOTES

The cover provided under via all our Plans is limited to a maximum of £1,000 during any rolling 12 month period. If any work over and above a cost of £1,000 is required, we'll provide you with a quote at our standard rates. Any obligation we have to replace parts under a particular Plan will be limited to a total of £250 during the first three months of cover. Also, please note that we can't cover any faults that arise with your covered services during the first 14 days of any Plan, unless we installed the equipment and have maintained it ever since. Within the Plan, there is a maximum of three visits (one planned maintenance visit and two emergency response maintenance call-outs), which must all fall within the start and completion dates of the Plan. It's the property owner's responsibility to ensure that access is provided at the arranged time and date to enable us to fulfil our contractual duties and carry out repairs efficiently.

# BASIC PLAN

Our Basic Plan covers the cost of one annual service and maintenance visit to your HIU, as well as balancing your heating system if required and repairing any leaks to your central heating pipework. In an emergency, you can call us out to look at faults with your covered services (including leaks) up to twice a year without paying a fee.

As a homeowner with a property that's connected to Nottingham City Council's district heating network, it's a good idea to have the heating and hot water systems in your home checked regularly. This means we can identify any faults that could put your family at risk. Annual servicing and maintenance will also help keep your heating system working efficiently, which in turn can reduce your heat energy bills and impact on the environment.

When you're a Plan customer with N. Leonardi Ltd, we'll contact you when your next service and maintenance appointment is due, so you don't forget. If we find a fault with your HIU that's not economically viable to repair, or we can't get spare parts, we can quote for a brand new one – and installation will be completely free.

## WHAT'S INCLUDED?

Servicing and carrying out routine maintenance on your HIU, around once a year	✓
Carrying out distributed load balancing to help your system work efficiently	✓
Repairing your HIU if it's not beyond economical repair*	✓
Replacing any serviceable parts where necessary	✓
Repairing or replacing your internal central heating pipework from the points where it enters and exits the mains isolation valves. This includes high-pressure iron pipe work, lever valves and mains isolation valves.  Please note: the mains isolation valves are usually wheel head type valves, installed at high level in the hot water cylinder cupboard and are prior to the lever valves adjacent the HIU. The wheel head valves are the demarcation points between internal and external mains pipe work.	✓
Installing a new HIU and/or internal pipework if we can't repair the old equipment (NB. This is our labour cost and doesn't include the cost of the HIU itself. Please see below)	✓
Removing sludge or hard water scale where recommended by us	✓
Repairing damage caused by the above if we previously recommended you had a system flush carried out and you didn't follow our advice	✗
The cost of supplying a new HIU	✗
The time clock, heat meter and prepayment equipment (these are maintained by EnviroEnergy Ltd)	✗
District heating mains pipework prior to the mains isolation valves (live side of the mains); this pipe work is maintained by EnviroEnergy Ltd	✗
Dealing with any faults or issues with your HIU and/or pipework that already exist when you apply for a Plan	✗
Any equipment still covered by the manufacturer's guarantee or warranty	✗
Anything not specifically included above	✗
The general exclusions applicable to all plans, as set out in our Terms and Conditions	✗

\* If, in our reasonable professional opinion, it's not economically viable to repair your HIU, or we can't get spare parts, then we won't repair it. However, we'll be pleased to quote you for a brand new one – and if you buy this from us, the installation will be completely free.

This Plan includes cover for your cold water storage tank, hot water cylinder and associated services. It offers the extra peace of mind that, as well as covering the servicing and routine maintenance of your HIU, many other components of your heating system will be protected if they develop a fault.

## WHAT'S INCLUDED?

Components and services covered by our Basic Plan	✓
Repairing and replacing where necessary your:	
• Cold water storage tank, ball valves and service valves	✓
• Hot water cylinder	✓
• Zone valves and auto bypass valves	✓
• Wiring centre	✓
• Anything not specifically included above	✗
The general exclusions applicable to all plans, as set out in our Terms and Conditions	✗

## CENTRAL SHUTDOWNS

Every year, EnviroEnergy Ltd will need to shut down parts of or the entire district heating network temporarily to carry out essential maintenance. You'll be told about this in advance. During the shutdown, your property may have interrupted service, or you could notice that heating and hot water temperatures are lower.

Please note that N. Leonardi Ltd aren't responsible for network shutdowns or for any problems that arise because of a central shutdown or outage at the central incinerator and/or district heating network located outside of your property.

# ULTIMATE PLAN

Our Ultimate Plan offers our maximum level of protection for your heating system. It includes everything from our Basic and Extended Plans as well as the cost of repairing or replacing your radiators if they develop a fault. (You won't need our Ultimate Plan if your radiators are still covered by the manufacturer's guarantee).

Whilst our Ultimate Plan obviously costs more than our other Plans, it still represents great value for money as radiators for district heating systems – especially those powered by high pressure HIUs – can be very expensive.

The Ultimate Plan is an especially good choice if you have elderly or vulnerable people, and/or children, living in your home. It takes away the worry of the time and money it will cost to replace or repair any of your radiators.

## WHAT'S INCLUDED?

Everything covered by our Basic and Extended Plans	✓
Radiators and radiator valves	✓
Taps, showers, baths, sinks and toilets	✗
Pumps, macerators and waste disposal units	✗
Gutters and rainwater pipes	✗
Below-ground drains and drainage systems such as septic tanks	✗
Regular drain cleaning or de-scaling	✗
Frozen pipes that aren't damaged	✗
Gas appliances	✗
Anything not specifically included above	✗
The general exclusions applicable to all plans, as set out in our Terms and Conditions	✗

### IMPORTANT NOTE

We recognise that you might want to cover your radiators without including the components from our Extended Plan. Whilst we don't recommend this, we can quote a bespoke price for this service on request.



# APPLY FOR YOUR CHOICE OF PLAN TODAY



FOLLOW THIS SIMPLE PROCESS TO SIGN UP FOR A PLAN.

1. Read this brochure and our Terms and Conditions carefully. In particular, check you're eligible to apply for your chosen Plan.
2. Arrange an initial service and routine maintenance appointment for your HIU (this won't be required for any HIU less than 12 months old). This is payable in advance, with a full or partial refund if we can't carry out a full service because the HIU is unsafe, and/or you decide you don't want to take out a Plan. If we accept you onto a Plan, your monthly or annual Direct Debit payments will cover the cost of your next service.
3. During this appointment, we'll check that your HIU and any other equipment you want us to cover are safe and in good working order.
4. If repairs or other works are needed, we can quote for these. There's no obligation to ask us to proceed, but we can't accept you onto a Plan until they've been done.
5. If/when everything is safe and working well, complete our application form. We'll give you a paper copy for your records.
6. We'll then set up your Plan and monthly or annual Direct Debit payment. Please note that these will appear on your statements as 'GoCardless'.
7. We'll contact you in 12 months' time to arrange your next service and maintenance appointment\*.

## CHANGES, CANCELLATIONS AND TIE-IN PERIODS

If you change your mind about your Plan, you can cancel it within 14 days of the start date. We'll refund any fees you've already paid towards the Plan, but not the cost of the initial service and maintenance appointment.

After the 14 day period has come to an end, you can cancel a Basic Plan at any time although no refunds will be payable. Please note that a minimum tie-in period of 24 months applies to our Extended and Ultimate Plans.

## INTERESTED IN OUR OTHER SERVICES?

As well as great value district heating service & maintenance plans, we also install carry out a wide range of general plumbing services, including kitchen and bathroom installations. If you'd like to know more, please get in touch.

Or why not read what some of our existing customers think of our work? You'll find more great reviews online at Which? and Checkatrade.

"Came on time as planned, conducted themselves in a polite and professional manner. Very pleased with work done and would highly recommend."

"Would really recommend N. Leonardi Ltd. Cleaned my heating system. Did not leave until he was completely happy with what he had done. Very happy with the service."

"The company worked really hard. Job was finished to a very high standard. Would recommend to anyone."

"Excellent service, neat work. As a new customer I was amazed that my job was prioritised because of the urgency required."



t: 01623 615325 | m: 07807313705

[www.nleonardi.co.uk](http://www.nleonardi.co.uk) | [info@nleonardi.co.uk](mailto:info@nleonardi.co.uk)

7 Kirkland Close, Sutton-In-Ashfield, Nottinghamshire, NG17 5HJ.

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RECOMMENDED BY ENVIROENERGY

