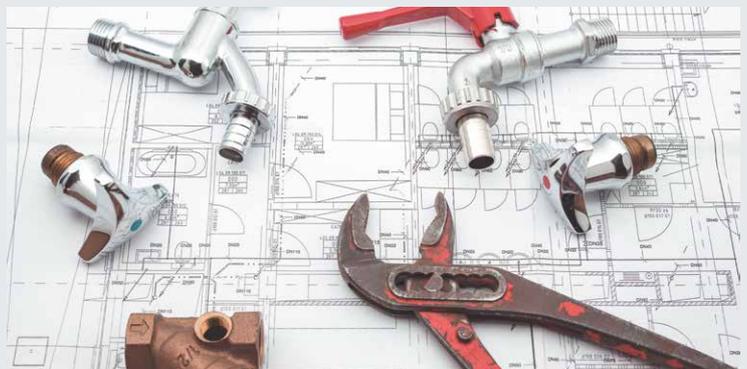


## SERVICE & MAINTENANCE PLANS FOR HOMEOWNERS

Affordable cover for your boiler and other home services – and two free call-outs a year.

### WE CAN COVER YOUR:

- Boiler
- Controls
- Central heating
- Radiators
- Pipework



# KEEPING YOU SAFE AND WARM IN YOUR HOME

We've designed our Service & Maintenance Plans to bring you affordable cover for your boiler and other domestic services. We understand that everyone has different needs and preferences, so we offer a choice of plans to suit your home, boiler type and budget.

## TWO FREE CALL-OUTS A YEAR...

Unlike many of our competitors, you won't always pay a call-out fee when you choose N. Leonardi Plumbing & Heating Ltd. Provided the call-out relates to a covered service, there'll be no charge for visiting your home, or for any parts and labour included in your Plan, up to twice in any 12 month period\*. Your call-out will also be prioritised over non-Plan customers.

## ...AND EXCLUSIVE DISCOUNTS!

Of course, you may need to call us out about something that's not covered by your Plan. If so, you'll need to pay a call-out fee, plus the cost of any parts and labour. But as a Plan customer, you'll receive exclusive discounts on any non-Plan related work we do for you. That includes non-essential works, like plumbing in a new kitchen or bathroom.

## OTHER BENEFITS INCLUDE:

- Peace of mind that your boiler and other covered services are maintained for safety
- Genuine value for money with no hidden costs
- Reliable, high quality service from Gas Safe registered engineers
- Compliance with manufacturer's guarantees (where applicable)
- Free phone help and advice, e.g. setting your central heating time clock

## WHY CHOOSE US?

As experts in servicing and N. Leonardi Ltd are Trading Standards Approved and a Which? Trusted Trader. As Accredited Installers for leading brands including Worcester Bosch and Baxi, you can be confident our engineers are honest and reliable, and will strive to do a great job, every time.



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

## OUR PLANS AT A GLANCE

	PRICE*
Plan 1a – Annual Boiler Service (new boilers only)	£60
Plan 1b – Annual Boiler Service & Maintenance (out of guarantee boilers only)	£195
Plan 2 – Extended cover (regular & system boilers only)	£200
Plan 3a – Ultimate cover (regular & system boilers only)	£330
Price 3b – Ultimate cover (combi boilers only)	£325

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

### WHAT TYPE OF BOILER DO YOU HAVE?

If you have a regular or system boiler, you'll have a hot water cylinder in your home. With a combi boiler, your water is heated on demand when you turn on a tap, so you don't need a cylinder.

### WHAT WE COVER

Your Plan will always include an annual Boiler Service (new boilers) or an annual Boiler Service & Maintenance (older boilers). If you'd like to cover more of the services in your home, you can choose our Extended or Ultimate Plans to provide additional peace of mind.

Please refer to pages 4 to 6 for details of what's included in each Plan.

Please note that the Extended Plan is only suitable if you have a regular or system boiler, as it covers components that aren't required with a combi.

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).

### ARE YOU ELIGIBLE FOR A PLAN?

You can apply for a Plan if:

- You live in Nottinghamshire.
- You own and occupy the property you'd like us to cover.
- The boiler is a domestic (70kW max) model that runs on natural gas and doesn't need to be removed from the wall to be serviced or maintained.
- Your boiler and any other services you'd like us to cover are safe and in good working order at the time of your application (see page 7).
- Your boiler has a circular flue (we'll check this when we visit your home).

### IMPORTANT NOTES

The cover provided under any and all 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.

# PLANS 1A AND 1B - BOILER PLANS

## PLAN 1A – BOILER SERVICE

This Plan is for boilers that are still covered by the manufacturer’s guarantee. It’s designed to spread the cost of servicing your boiler over 12 months. Regular services will help keep your boiler working safely and efficiently, and identify any faults that could increase your gas bills or put your family at risk.

Having your boiler serviced annually also tends to be a requirement of the manufacturer’s guarantee. When you’re a Plan customer with N. Leonardi Ltd, we’ll contact you when your boiler is ready for its next service, so you won’t forget and inadvertently invalidate your guarantee.

## PLAN 1B – BOILER SERVICE & MAINTENANCE

If your boiler is out of guarantee, this is the Plan for you. As well as your annual service, you’ll have the reassurance that the cost of most repairs and spare parts will be covered. Your programmer will also be included in the Plan if it’s out of guarantee.

If, in our reasonable professional opinion, it’s not economically viable to repair your boiler and/or programmer, 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.

## WHAT’S INCLUDED?

	PLAN 1A	PLAN 1B
A regular boiler service, carried out around once a year	✓	✓
Repairing your boiler and/or programmer if not under guarantee and not beyond economical repair	✗	✓
Replacing any serviceable parts where necessary	✓	✓
Replacing any non-serviceable parts where necessary*	✗	✓
Installing a new boiler and/or programmer if we can’t repair the old one (NB This is our labour, it does not include the cost of the boiler/programmer itself. Please see below).	✗	✓
Repairing or replacing room thermostats where necessary	✗	✓
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 boiler and/or programmer	✗	✗
Anything not specifically included above	✗	✗
The general exclusions applicable to all plans, as set out in our Terms and Conditions.	✗	✗

\* Some parts have a finite life and are not designed to be repaired when they eventually fail. These are defined as non-serviceable parts.

## PLAN 2 – EXTENDED COVER

This Plan is designed for homeowners who have regular or system boilers, as it covers elements of your central heating system that you don't need with a combi boiler.

It offers the extra peace of mind that, as well as covering your annual boiler service (and boiler maintenance if applicable), many other components of your central heating system will be protected if they develop a fault.

### WHAT'S INCLUDED?

Components covered by Plan 1a or 1b, as applicable	✓
Repairing and replacing where necessary your: <ul style="list-style-type: none"><li>• Cold water and heating tank, ball valves and service valves</li><li>• Hot water cylinder, immersion heater, time switch and thermostat</li><li>• Central heating and hot water circulating pumps</li><li>• Zone valves and auto bypass valves</li><li>• Wiring centre</li><li>• Expansion tank</li></ul>	✓ ✓ ✓ ✓ ✓ ✓
Shower pumps	✗
Anything not specifically included above	✗
The general exclusions applicable to all plans, as set out in our Terms and Conditions.	✗



## PLANS 3A AND 3B – ULTIMATE COVER

Our Ultimate Cover plan is the maximum level of protection we offer. It includes everything from Plan 1a or 1b as applicable, plus everything covered by Plan 2 if you have a regular or system boiler. On top of that, the Plan includes repairing and maintaining where necessary your radiators, pipework and above-ground drains. Plan 3a is for regular and system boiler set-ups whilst Plan 3b is for combis.

The Ultimate Cover Plan is an especially good choice if you have elderly or vulnerable people, and/or children, living in your home. Dealing with a gas or water leak can be time-consuming and expensive – and our Ultimate Plan will take the worry away and help you stay safe and warm in your home.

### WHAT'S INCLUDED?

	PLAN 3A	PLAN 3B
Everything covered by Plan 1a or Plan 1b as applicable	✓	✓
Everything covered by Plan 2	✓	✗
Radiators and radiator valves	✓	✓
Central heating pipework	✓	✓
Grey and foul waste water pipes	✓	✓
Soil and vent pipes	✓	✓
Above-ground drains	✓	✓
Stopcocks	✓	✓
Overflow pipes	✓	✓
Washing machine/dishwasher/washer-dryer pipes	✓	✓
Gas pipework inside your home	✓	✓
Mains water supply pipe	✓	✓
Hot and cold water pipes	✓	✓
Warm air and underfloor heating	✗	✗
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 FOR REGULAR AND SYSTEM BOILER CUSTOMERS

We recognise that you might want to cover your pipework, radiators and above-ground drainage 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 for an initial boiler service (this won't be required for any boiler 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 boiler 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 boiler and any other services 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, we'll sit down and complete your application form. We'll give you a paper copy or you can download one from [www.nleonardi.co.uk](http://www.nleonardi.co.uk).
6. We'll then set up your Plan and annual or monthly Direct Debit payments. Please note that these will appear on your statements as 'GoCardless'.
7. We'll contact you in 12 months' time to arrange your next boiler service\*.

### CHANGED YOUR MIND OR WANT TO CANCEL?

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 boiler service.

After the 14 day period has come to an end, you can cancel your Plan at any time. However, please note that no refunds will be payable.

## INTERESTED IN OUR OTHER SERVICES?

As well as great value Service & Maintenance Plans, we also install Worcester Bosch and Baxi boilers and carry out a wide range of general plumbing services. 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."



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