



RJMHomecare

We've got it covered

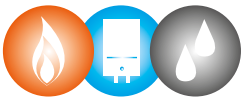
What's included?



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RJMartindale
Plumbing & Heating Solutions





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Information Form

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Name:	Policy start date:
Address:	

What type of cover:

- £6.50 Annual Homecare
- £15.00 Essential Homecare
- £20.00 Premium Homecare
- £25.00 Advanced Homecare
- £15.00 Premium - Boiler under warranty
- £20.00 Advanced - Boiler under warranty

Boiler make:	Boiler model:
Boiler installation date:	Boiler age:

What is the age of the boiler at the initial policy start date?

- 1-7 years

If the boiler is beyond economical repair we will replace the boiler up to the value of £2600

- 7-10 years

If the boiler is beyond economical repair we will replace the boiler up to the value of £420

- Over 10 years

We offer a discounted boiler installation.

You will receive an email with a service/breakdown report each time we visit, we keep this on our system but if possible please print and add to your RJM Homecare folder.










Comments:



Annual Homecare

What's included?

Included in our basic yearly cover plan you will receive an annual boiler service for your home which will include the following:

-  A visual check of the boiler
-  The boiler being fired safely to identify any working faults
-  A flue gas analysis efficiency test
-  Full strip down of the boiler
-  Checking the flue and ventilation are in accordance with Gas Safety (Installation and Use) Regulations
-  Checking and adjusting the system pressure
-  Cleaning the condensate trap
-  Visually checking and bleeding radiators, if necessary
-  Issue Gas Service Record on completion







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Essential Homecare

What's included?

-  Annual boiler service
-  All repairs to your boiler
-  Programmer, Timer, Frost stat
-  Boiler Replacement (Check boiler replacement criteria)
-  Unlimited call outs
-  Issue Gas Service Record on completion



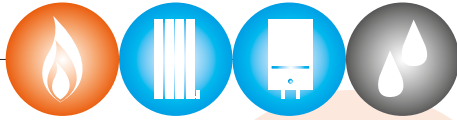
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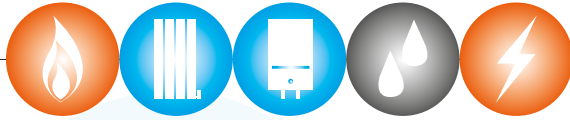




Premium Homecare

















What's included?

-  Annual boiler service
-  All repairs to your boiler
-  Programmer, Timer, Frost stat
-  Boiler Replacement (Check boiler replacement criteria)
-  Repairs to your heating system (Pumps, motorised valves, radiators, pipes, fittings, hot water feed and expansion tank)
-  We do not cover replacement of hot water cylinders that cannot be repaired
-  Repairs to gas leaks on gas pipes inside your property supplying your gas appliances
-  Unlimited repairs to dripping taps
-  Unlimited number of callouts with no limit on the value of each repair
-  We do not supply new kitchen, basin or bath taps. If we cannot repair the tap with a washer, we advise replacement
-  Repairs to leaks on the hot and cold water pipes inside your home between the stopcock and your taps or appliances
-  Unlimited call outs
-  Issue Gas Service Record on completion



Advanced Homecare

What's included?

-  Annual boiler service
-  All repairs to your boiler
-  Programmer, Timer, Frost stat
-  Boiler Replacement (Check boiler replacement criteria)
-  Repairs to your heating system (Pumps, motorised valves, radiators, pipes, fittings, hot water feed and expansion tank)
-  We do not cover replacement of hot water cylinders that cannot be repaired
-  Repairs to gas leaks on gas pipes inside your property supplying your gas appliances
-  Unlimited repairs to dripping taps
-  Unlimited number of callouts with no limit on the value of each repair
-  We do not supply new kitchen, basin or bath taps. If we cannot repair the tap with a washer, we advise replacement
-  Repairs to leaks on the hot and cold water pipes inside your home between the stopcock and your taps or appliances
-  Unlimited call outs
-  Issue Gas Service Record on completion
-  Unlimited repairs to leaking toilets, syphons, valves and ballcocks
-  Unlimited number of call outs with no limit on the value of each repair
-  Repairs to the mains wiring and electrics (circuit breakers, fuse boards, switches and sockets) inside your property that connect to the main supply



Your current boiler's age and condition

Our Homecare packages are based on a working, efficient boiler that falls within the recommended age. Upon inspection of your current boiler we may recommend that it is replaced, based on the following:



Your boiler is 15-20 yrs old - We are able to provide homecare cover. However, we strongly recommend replacement of your current boiler, as it will soon be beyond economical repair and parts may become unavailable.



Your boiler is 12-15 yrs old - We are able to provide Homecare cover on your current boiler. However, we would recommend replacement in the next 12 months due to its age.



Boiler is 1-12 yrs old - We are able to provide Homecare cover on your current boiler and it falls within our recommended age range.

Should you require a new boiler, we can provide a competitive quotation for you on-site, based on our recommendations and the size of your property etc.



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What's NOT included

- 🔥 Showers and their parts, shower pumps, sanitary ware and sealant
- 🔥 Basin, Kitchen, Bath or Bidet Taps that cannot be repaired with a washer
- 🔥 These boiler models: Potterton Powermax, Britany, Chaffoteaux, Servowarm, Ariston, Ferrol
- 🔥 Water tanks or cylinders that cannot be repaired
- 🔥 Decorative radiators (All radiators other than white standard compacts)
- 🔥 Faults caused by you or someone else you used for repairs
- 🔥 Pre-existing faults, inaccessible components or system design faults
- 🔥 Faults caused by sludge, hard water scale or blockages
- 🔥 Underfloor heating, towel rails, unvented hot water cylinders and non-standard parts
- 🔥 Damage caused by weather or freezing
- 🔥 Smart or internet connected thermostats or devices
- 🔥 Saniflors, Macerators, Condense lift pumps
- 🔥 Electrical "Terminal Ends" (such as light fittings, light bulbs, extractor fans, electric showers, domestic appliances)
- 🔥 Burglar alarms, smoke detectors, electrical garage door systems, electrical gates, resetting of circuit breakers



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Contact numbers

Office:

T: **01204 693333** (9am - 5pm) M: **07973 302432** (9am - 5pm)

Joanne will take any bookings within these times.

Emergencies:

M: **07983 442405**

Ryan or a technical engineer will take any emergency calls out of hours or offer technical advice.

Email: ryan@rjmartindale.com

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