

Fixbot Ltd Cover Plans Terms and Conditions.

We understand that terms and conditions are often extremely difficult to understand due to how they are written. We have tried to keep our Cover Plans terms and conditions extremely clear so you know exactly what is and isn't covered.

1. Scope of Contract

1.1 Fixbot Ltd will provide the level of cover described within the 'Plan Summary' below subject to an initial chargeable service and inspection.

1.1 Fixbot Ltd will provide the level of cover described within the 'Plan Summary' below. However, there is an initial 30-day period where you cannot make a claim. This is to prevent claims on pre-existing problems and to keep premiums competitive for all our customers.

1.2 When referring to 'We' this refers to Fixbot Ltd

1.3 This contract is strictly a maintenance contract and is not an insurance policy. Fixbot Ltd is therefore not regulated by the FCA.

1.4 This plan is intended for domestic boilers only and will only carry out works at residential properties

2. Our Plans

2.1 ServiceBot

Here is what is included in our ServiceBot:

- Annual Boiler Service Included
- Annual Carbon Monoxide Test
- Inhibitor Test/ Top Up
- 5 Yearly System Health Test
- System Filter Check/ Clean
- Bleed and Balance Radiators
- Priority Call Outs

2.2 BoilerBot

Here is what is included in our BoilerBot:

- Annual Boiler Service Included
- Annual Carbon Monoxide Test

- Inhibitor Test/ Top Up
- 5 Yearly System Health Test
- System Filter Check/ Clean
- Bleed and Balance Radiators
- Priority Call Outs
- Breakdown Labour Discount
- Heating Controls
- Unvented Cylinder Service

2.3 SystemBot

Here is what is included in our SystemBot:

- Annual Boiler Service Included
- Annual Carbon Monoxide Test
- Inhibitor Test/ Top Up
- 5 Yearly System Health Test
- System Filter Check/ Clean
- Bleed and Balance Radiators
- Priority Call Outs
- Breakdown Labour Discount
- Replacement Parts Discount
- Heating Controls
- Unvented Cylinder Service
- Radiators Supply & Fit
- System Pump Supply & Fit
- Zone Valves Supply & Fit
- Leaks on Exposed Pipework

3. Components of the System

3.1. Your heating system is made up of a number of different components. The components of the heating system covered within each plan are as follows:

3.2 ServiceBot

- Boiler and all internals

3.3 BoilerBot

- Boiler and all internals
- Timer/thermostat

3.4 SystemBot

- Boiler and all internals
- Circulation pump
- Thermostatic radiator valves
- Timer/thermostat
- Pressure controls
- Radiators

Below you will find information on each of the benefits within our service plans. Please refer back to 'Our Plans' above to see which items below are included in each plan.

4. Annual Service

4.1. One of our Gas Safe qualified engineers will perform the service and safety check in line with manufacturer's instructions

4.2. Included in this service/safety check, we will perform the following as a minimum:

- Check emissions using a fully calibrated flue gas analyser
- Check of the inlet and working gas pressure
- Clean condensate trap
- Clean magnetic filter (if fitted)
- Clean inside of boiler case
- Gas rate if required
- Test of safety devices and all safety checks in line with Gas Safe guidelines

4.3. We will also inspect the radiators, hot water cylinder and other components for leaks or defects

4.4. A gas tightness test will be performed in certain circumstances to ensure the property is free from gas leaks

4.5. The annual service will be arranged at a time and date convenient to you and in the month of your contract renewal. Unless otherwise arranged with the contract holder beforehand.

4.6 The annual service will be carried out Monday to Friday between 8:30 am and 5:30 pm unless otherwise agreed by Fixbot Ltd

5. Annual Carbon Monoxide Test

5.1 We will complete a test to check all carbon monoxide detectors in the property are working correctly once per year

5.2 If no carbon monoxide testers are present in the property we are able to fit for free

6. Priority Callouts

6.1 We will endeavour to attend all breakdowns within the timeframes below based on your plan:

ServiceBot: Breakdowns reported before 5:30 pm within 24 hours

BoilerBot: Breakdowns reported before 5:30 pm within 24 hours

SystemBot: Breakdowns reported before 5:30 pm within 24 hours

6.2 In the event of a breakdown being reported on Saturdays, Sundays, Bank Holidays or after 5:30 pm, we endeavour to attend the property within the timeframes below based on your plan:

ServiceBot: Within the next working day

BoilerBot: Within the next working day

SystemBot: Within the next working day

6.3 The timeframes outlined above are subject to workload and availability

7. Breakdown Labour Discount

7.1 Customers have the right to discounted breakdown labour based on their plan as outlined below:

ServiceBot: n/a

BoilerBot: Unlimited Callouts per year

SystemBot: Unlimited Callouts per year

7.2. Where call-outs are unlimited this is subject to fair use and adequate severity.

7.3. For BoilerBot and SystemBot plans, we offer a Replacement Parts Discount of 100%.

8. Exceptions

8.1 Any breakdown that is caused by sludge, scale or system deposits will not be covered - this will be confirmed by an independent water quality test if required (chargeable to customer if it fails)

8.2 Any breakdown that is a result of a problem with the water mains, electrical grid or gas main/meter. Including having no credit on a gas meter.

8.3 Pre-existing faults and defects in the design or installation of the system.

8.4 Any breakdowns caused by blocked drains backing up into the boiler.

8.5 Replacement of cosmetic parts such as boiler casings and covers

8.6 Faults caused due to the fabric of the building, for example, pipes in walls bursting due to subsidence

8.7 Any defects caused due to malicious actions, misuse or third party interference.

8.8 Any defect caused by; fire, flood, lightning, explosion, storm, frost, terrorism or the impact of any other extraneous cause.

8.9 We will not be held responsible for delays in the provision of parts from suppliers or delivery firms

8.10 We do not cover boilers that are over 15 years old.

8.11 Any works which require access to be made are not covered under our plans.

9. Missing / Cancellations of Appointments

9.1 Customers that have arranged a breakdown callout or annual service are given a 4 hour slot.

9.2 Customers must give 24 hours notice to change an appointment date/time.

10. Use of Subcontractors

10.1 We reserve the right to use subcontractors to carry out any breakdowns or annual services. All subcontractors will be Gas Safe registered and vetted by us for suitability

10.2 These subcontractors may not always be in one of our signed vans, however they will provide Identification showing that they are carrying out work on behalf of Fixbot LTD.

11. Period, Renewal and Payment Contract

11.1 This contract is valid for a period of 1 year (12 months) from the date the first direct debit is collected

11.2 The contract will be automatically renewed into a monthly rolling contract unless instructed by the customer to cancel. The customer must give notice no later than 14 days before the renewal date

11.3 We reserve the right to cancel the renewal of any contract without giving a reason.

11.4 In the event of non-payment of the Direct Debit cover will be suspended until the account is brought up to date and no works will be carried out

11.5 The contract is cancelled if the customer misses 3 consecutive payments without contacting after the initial 12 months period.

11.6 We reserve the right to cancel any policy at any time if a customer is found to have broken any terms in these conditions.

12. Certificates

12.1 All certificates will be held electronically by Fixbot Ltd

12.2 Customers can request copies of any certificate at any time via email without charge.

12.3 Customers can request a hard copy of any certificate subject to a printing and postage charge of £5.

13. Cooling Off Period

13.1. Customers are entitled to a full refund within 14 days of signing the contract. Any breakdowns within this cooling-off period will be charged at the full amount in the event of cancellation.