



Contact Our Friendly Team Today

01908 749 703

www.BishopPlumbing.co.uk



Bishop

Plumbing & Heating

Making Moves to Keep Your Knights Warm

**Heating
Care Plan**

About Us

Having had over 30 years of experience within the plumbing and heating industry, Bishop Plumbing & Heating has obtained various certificates and accreditations.

This gives customers the peace of mind that our team are highly qualified and experienced to complete a range of plumbing and heating services. Our team are Gas Safe Registered and accredited by Trading Standards, offering you high-quality services and exceptional customer care.



Why Choose Bishop Plumbing and Heating for your CarePlan?

Due to a huge rise in new customers calling us who were dissatisfied with their current service plans, we went to the drawing board to find a simple and effective solution... We wanted one that is as simple as 1,2,3. We designed 3 levels of package depending on our customers' needs and their budget.

This allows our customers to sit back and enjoy their normal lifestyle knowing they are in the capable hands of the Bishop plumbing & Heating team.

Cover plans:

Basic	Standard	Premium
Boiler Only	Boiler & Heating	Boiler, Heating & Plumbing
From £15	From £20	From £25

- Further Discounts to all customers with system Magnetic filter.
- All our CarePlan's have a mandatory free safety check and will be carried out during the 1st 14 days of the start of your agreement unless we have recently installed your boiler and/or cylinder.
- All our customers on CarePlans receive discounted rates on all other services provided by us.
- Basic, Standard and Premium packages are subject to an excess of £60 per claim.

Cover Period

All our CarePlans have a minimum agreement period of 12 months. This commences from the date the first payment is taken from your bank account and after the Safety Check has taken place and passed our minimum requirements. We will review your cover plan on a yearly basis to ensure that it meets our minimum requirements. As part of our terms and conditions we only cover boilers up to 12 years old, after 12 years it is at the discretion of Bishop Plumbing & heating whether we continue to cover the boiler. This decision is based on age, condition, and the availability of parts.

Why do you need a CarePlan?

We tend to take our Heating & Plumbing systems for granted, it is easy to forget how much we rely on the system as part of everyday life for washing our clothes, dishes & ourselves and then keeping us warm and cosy on cold nights. So, when a problem occurs it can potentially have a big impact on our life.

Costs of the repairs can range from a minor repair of **£95** to a more severe problem potentially costing **£750**. These breakdowns are not always foreseen and can be at the most inconvenient times.

By purchasing the Bishop Plumbing & Heating CarePlan our customers are in safe hands knowing their systems are regularly & thoroughly serviced. They are also covered for the unexpected, should anything arise depending on the level of plan chosen.

Process of joining our CarePlan



Choose your plan & schedule the mandatory **Free Safety Check**.



After a successful safety check, the **chosen plan** commences.



Sit back and enjoy knowing you are in **good hands**, with **Bishop Plumbing & Heating Ltd.**

Why do I need a Safety check?

During a safety check we will check the efficiency and safe workings of your boiler and inspect the whole systems health.

We will advise if there are any initial issues with the boiler or systems that would need to be resolved before we could commence the cover chosen.

This brings peace of mind to our new customers knowing they are in the safe, capable hands of the Bishop Plumbing & Heating Team.

Landlords

At Bishop Plumbing & Heating we can also help Landlord's too. We are able to offer them a tailor-made plan to enable peace of mind regardless of how many properties they have need our help with.

- ✔ Our agreement is with the landlord, and therefore all communications will be with the landlord but we can help ease the stress of a breakdown at your rental by organising visits directly with your tenants.
- ✔ Once the annual service has been completed, then the CP12 will be issued to the address of the landlord, unless we are instructed otherwise.
- ✔ If additional work is required, then authorisation will be requested directly with the landlord.



Please call the office today on
01908 749703

to discuss your individual needs

Your CarePlan Support

Our CarePlan customers get the Premium Bishop Plumbing & Heating Service as standard.

- ✔ Our office is open **8am - 6pm (Monday-Friday)**.
- ✔ We have "How To's" available on our social media and website to enable our customers to have **extra support**.
- ✔ **Good quality services and products** - Are always vital when it comes to plumbing and heating systems, so when enlisting the help of Bishop Plumbing & Heating, you will have a **wide range** of high-quality, leading products to choose from.
- ✔ When having boiler installations, you can utilise our exceptional premium selection of leading boilers from Ideal, Worcester-Bosch and Vaillant, all of which can be complimented with a Nest and Hive smart devices.
- ✔ Our friendly team of engineers at Bishop Plumbing & Heating will always look to create lasting relationships with all our customers, making you feel comfortable and confident contacting us for assistance. Let our family business help your family in their hour of need.

What's in Our CarePlans



	Basic	Standard	Premium
Boiler Service	✓	✓	✓
Breakdown of boiler	✓	✓	✓
Gas pipework	✓	✓	✓
Breakdown of:			
Standard radiators	-	✓	✓
Domestic Pumps	-	✓	✓
Radiator valves	-	✓	✓
Pipework and control valves	-	✓	✓
Standard controls	-	✓	✓
Pressure relief valves and filling loops	-	✓	✓
Expansion vessels (heating only)	-	✓	✓
Hot and cold pipework from your stopcock	-	-	✓
Repair taps or labour to fit replacement taps	-	-	✓
Cables from flush valves and toilet internals (air flush valves excluded from cover)	-	-	✓
Storage and expansion tanks	-	-	✓
Overflow	-	-	✓

Exclusions from CarePlans

Basic plan:

- ⊗ Boilers over 12 years old
- ⊗ Sludge and limescale related problems
- ⊗ Frozen pipes
- ⊗ Damage caused by client
- ⊗ Improvements to bring the installation to regulation
- ⊗ Central heating and plumbing
- ⊗ Lead or steel pipework

Standard plan:

- ⊗ As exclusions in the basic plan and the following;
- ⊗ Plumbing works
- ⊗ Designer appliances such as towel rails and heaters
- ⊗ Smart controls

Premium plan:

- As exclusions in the basic and standard plans and the following;
- ⊗ Appliance pipework
- ⊗ Waste pipes and drainage
- ⊗ Leaks caused by the above

**All of our CarePlans include
5% off other works**

Your Annual Service

Bishop Plumbing Paul Bishop: Included in all our CarePlan's is a Free Annual Service as Standard. Our customer care team will contact you to schedule in your annual service to ensure your boiler is not only working efficiently but safely.

The Annual boiler service is vital to maintaining your systems health and it also continues to validate any manufactures warranty your product may have.*

During our Annual boiler service, our team can assist you in explaining how to use the system correctly and explain how to use the controls. Our team will schedule your appointment in or around the same time year on year. We will of course complete this during our normal working hours Monday - Friday 8am – 6pm, depending on your availability.

For Emergency Leaks Contact Us On 01908 749 703

Our team will be with you as soon as possible to fix the problem.

*Please note if your Annual boiler service is due during Peak Season then we may need to move this to accommodate emergency breakdowns.



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Also, as part of our Annual Boiler Service, we will check & record the location of vital service access points such as:

- ⊕ The mains water isolation point / stopcock.
- ⊕ The Gas Emergency control valve.
- ⊕ The Fuse boards.

This is to enable us to have the information recorded in case of an emergency, should one arise.