



**Tom Sutton Heating
Maintenance Packages 2020**

Tom Sutton Heating

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Why is boiler servicing/annual maintenance so important?

It is estimated that 1 in 5 households suffered a broken boiler last year, with an average repair bill of £314. The number one cause of boiler breakdowns in the UK is due to the presence of sludge or poor water quality within the heating system. Having your boiler serviced annually can help prevent these breakdowns from happening.

It is now becoming increasingly important, especially with modern boilers, to regularly check on system water quality. It is important to know that boilers that are covered by a manufacturer's guarantee may have their guarantee's declared void if the system's water is not suitably clean or if the appliance has not been sufficiently serviced every year.

Choosing the right company to service your boiler is important. A company offering comprehensive boiler servicing options will give you a better service for your money. To help combat issues that may occur with your boiler, we have revised our approach to annual maintenance, by offering two different service options and various complete maintenance packages.

**All of the following service options and maintenance packages can be customised to suit your preferences.*

Why choose a Heating & Plumbing Protection Pack from Tom Sutton Heating?

- Tom Sutton Heating is a small family business who offer a more personal service
- Vetted & accredited by Checktrade & Expert Trades

- Gas Safety Registered
- Registered by OFTEC
- Your boiler will receive a top-quality service every year, helping to prevent nuisance breakdowns
- No call out or excess charges on our Plus, Silver, and Gold plans
- 24/7 dedicated support
- Rapid response times
- Book with ease call outs or services online
- All plans can be fully customised to suit your needs
- Professional & expert engineers
- Guaranteed trustworthy, honest and reliable service

"Ronan contacted me before he arrived as he was able to come earlier if convenient. It was great for me to be seen early. He carried out the service efficiently and left everything tidy and clean. He is always reliable and friendly and I have no hesitation to recommend him 10/10." ★★★★★ - Customer review (Checktrade.com)

"All completed without any adverse comment. As far as we are concerned they are our go-to people for plumbing and heating 10/10." ★★★★★ - Customer review (Checktrade.com)

Annual service only options

Standard boiler service - £70 Annually

What's included?

- Visual inspection of the appliance & flue
- Firing of the appliance to identify any faults
- Strip down and clean of components
- Flue gas analysis and efficiency test
- Gas pressure test
- Visual inspection of the hot water cylinder and controls
- Gas appliance service certificate issued
- Annual service reminder
- Landlord gas safety certificates - £25 extra
- No draining of appliance or expansion vessel checks
- No water quality or inhibitor checks
- Magnetic filter service - £5 extra
- None of the additional benefits of the pay monthly packages

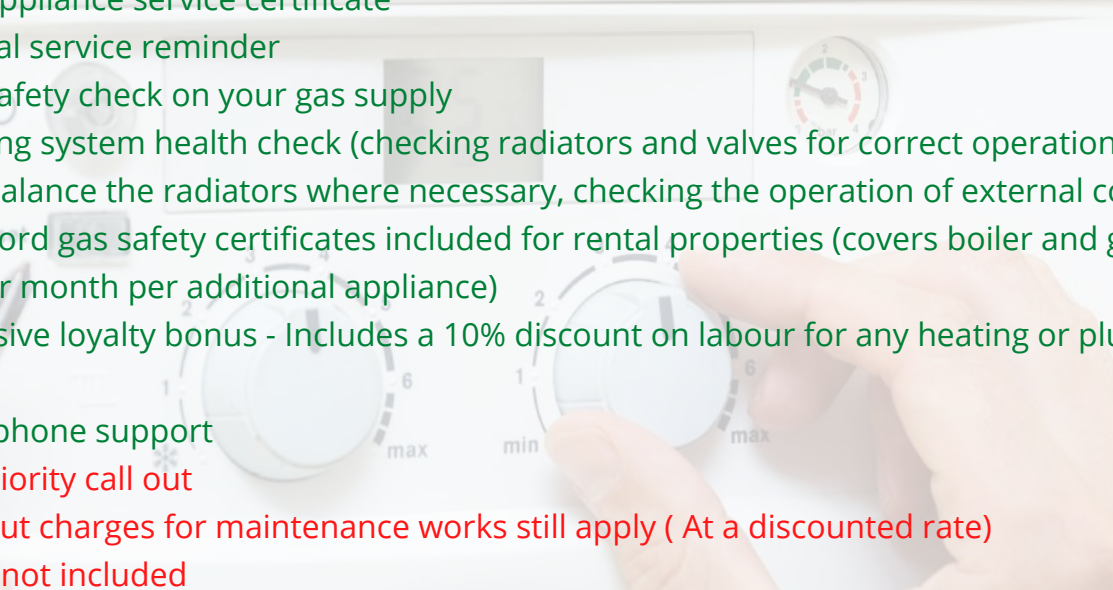
Premium boiler service - £80 Annually

What's included?

- Visual inspection of appliance and flue
- Firing of the appliance to identify any faults
- Strip down and clean of components
- Flue gas analysis and efficiency test
- Gas pressure test
- Visual inspection of the hot water cylinder and controls
- Gas service certificate issued
- Annual service reminder
- Boiler drained down, expansion vessel checked and recharged
- Water quality and inhibitor check included
- Magnetic filter service included
- Landlord gas safety certificates - £25 extra
- None of the additional benefits of the pay monthly packages

Heating & Plumbing Protection Pack 1 - Service Only - ~~£8.99/per month~~ Now £7.99/per month

What's included?

- Premium annual boiler service (as seen on previous page)
 - Gas appliance service certificate
 - Annual service reminder
 - Gas safety check on your gas supply
 - Heating system health check (checking radiators and valves for correct operation, bleed and balance the radiators where necessary, checking the operation of external controls)
 - Landlord gas safety certificates included for rental properties (covers boiler and gas hob, £1 per month per additional appliance)
 - Exclusive loyalty bonus - Includes a 10% discount on labour for any heating or plumbing jobs
 - 24/7 phone support
 - No priority call out
 - Call-out charges for maintenance works still apply (At a discounted rate)
 - Parts not included
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Heating & Plumbing Protection Pack 2 - Service Plus - £13.99 per/ month

What's included?

- Premium annual boiler service and everything else included in the SERVICE ONLY PACK, plus :
- Unlimited call outs with no charge - pay only for parts at a discounted rate
- Priority call outs included
- **Parts not included**
- **Plumbing call-outs not included**

Heating & Plumbing Protection Pack 3 - Plumbing Service Plus - £15.99 per/month

What's included?

- Premium annual boiler service and everything else included in the SERVICE PLUS PACK, plus :
- Unlimited heating & plumbing call-outs included - pay only for parts at a discounted rate
- **Parts not included**

Heating & Plumbing Protection Pack 4 - Silver Pack - £19.99 per/month *(Coming soon, please register interest)*

What's included?

- Premium annual boiler service and everything else included in the SERVICE PLUS PACK, plus:
- Boiler and heating system parts included
- Plumbing call outs not included
- Plumbing parts not included

Heating & Plumbing Protection Pack 5 - Gold Pack - £23.99 per/month *(Coming soon, please register interest)*

What's included?

- Premium annual boiler service and everything included in the SILVER PACK, plus...
- Unlimited plumbing & heating call outs included
- Plumbing & heating parts included

Overview Table

	Gold	Silver	Plumbing service plus	Service Plus	Service only
Fully qualified engineers	✓	✓	✓	✓	✓
Annual service or land lords gas safety inspection	✓	✓	✓	✓	✓
Priority callout	✓	✓	✓	✓	✗
24/7 Phone support	✓	✓	✓	✓	✓
Discounted labour rates	✓	✓	✓	✓	✓
No unexpected repair bills	✓	✓	✗	✗	✗
Central heating boiler	✓	✓	✓*	✓*	✗
Pump	✓	✓	✓*	✓*	✗
Motorized valves	✓	✓	✓*	✓*	✗
Radiators & valves	✓	✓	✓*	✓*	✗
Hot water cylinder	✓	✓	✓*	✓*	✗
Heating system pipe work	✓	✓	✓*	✓*	✗
Taps	✓	✗	✓*	✗	✗
Hot & cold-water pipes	✓	✗	✓*	✗	✗
Water storage tanks	✓	✗	✓*	✗	✗
Toilet breakdowns	✓	✗	✓*	✗	✗
Ball valves and floats	✓	✗	✓*	✗	✗
Stopcocks and shut off valves	✓	✗	✓*	✗	✗
Above ground drainage	✓	✗	✓*	✗	✗
Unlimited Callouts	✓	✓	✓	✓	✗
Price	£23.99	£19.99	£15.99	£13.99	£8.99

*Labour only

Service Only Pack now £7.99/per month

Important information to know before signing up to a Heating & Plumbing Protection Pack

- Boilers, heating, and plumbing systems may require an initial survey. A premium boiler service will be incorporated into this first visit. During this survey, we will assess the necessary components and if everything is OK, we will accept you onto your chosen protection pack. The charge for this initial assessment is £70 and is non-refundable. Your plan will start once the service and survey have been completed and you have signed the direct debit agreement.
- Tom Sutton Heating reserves the right to decline any person onto a plan at our sole discretion.
- Should your system fail to meet the requirements due to poor installation, unsafe installation or pre-existing faults, we will quote you a price at a discounted rate to rectify the problem. Once the problem has been rectified, we will accept you onto your chosen protection plan. Alternatively, we may be able to offer you a bespoke package at a bespoke price based on your circumstances.
- Service only plans will not require an initial survey.
- Any plan can be customised to suit your individual needs.
- Full terms and conditions can be found at www.tomsuttonheating.co.uk/plans



Tom Sutton Heating

INSTALL • SERVICE • REPAIR

We plan to make the Silver & Gold packages available as soon as possible. As we are covering parts on both plans, there are certain things that need to be finalized before they can go live. Please register your interest as soon as possible to help speed up this process.

To register interest or to sign up to any of our Protection Packs, you can contact us directly or visit - www.tomsuttonheating.co.uk/plans

Ronan Sutton (Business owner)

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