



## **Failsafe Boiler, Controls and Central Heating Care, plus 2 Additional Packages – Option 5**

This package is inclusive of option 3 plus 2 additional packages of your choice to be covered in line with the detailed option described below:

### **Additional cover choices include:**

FAA – Failsafe Additional Appliance, Gas Fire or Cooker (Excluding Aga's)

FP – Failsafe Plumbing

FE – Failsafe Electrical

### **FAA – Failsafe Additional Appliance**

#### **What is covered:**

Service only covers for the specified gas appliance such as a gas fire, space heater or domestic free-standing cooker. Appliance make and model must be declared at the start of the term or renewal point (Manufactures installation instructions must be present at time of visit).

#### **What is not covered:**

- Repair or replacement (A quotation can be supplied upon request)

### **FP – Failsafe Plumbing**

#### **What is covered:**

- Hot and cold-water pipes internal to your home between the stopcock and your taps or appliances.
- Cold water storage tanks.
- Leaking taps and running toilets (If replacement is required this will be for a standard tap and may not be a like for like).
- Standard Ball cocks, syphons, and valves.
- Replacement of non-ceramic and rubber tap washers.
- Leaking overflow pipes.
- Internal waste pipes (excluding toilet branch and soil stacks)
- Internal burst pipes due to cold weather.
- Washing machine water supply isolation valves and hose (provided correctly installed in the first instance)
- Shower pumps.

#### **What is not covered:**

- Soil stacks (internal or external)
- Water softeners and filters
- Rainwater guttering.
- Spa Baths
- Faucets, shower heads, hoses, riser rails, shower mixer valves or electric shower units.
- Column / tower showers
- Toilet / kitchen sink macerators and waste digestion machinery.
- Waste pumps.
- Dirty water pumps.
- Whirlpool bathtubs
- Vented and unvented hot water cylinder replacement.
- Bath and shower seals or grouting
- Shower tray connections.

- Shower cubicles and seals.
- Mains water booster pumps or similar device used to increase water pressure.
- Upgrading any element due to future legislation or health guidance, such as lead pipe work.
- Underfloor heating components.
- Drains or waste pipes for which you are not solely responsible.
- Any plumbing elements that have not been installed, maintained, or serviced correctly as per British standards, regulations, or manufacturer's instructions.
- Damage arising from you home not being lived in.
- Any issue deemed to be pre-existing before the commencement date of the plan.
- Compensation / reimbursement for delays outside of Hewer control.
- Ceramic tap washes / cartridges
- Any damage caused by another tradesperson not authorised by us.
- Any supply to or appliances in an outbuilding unless agreed by us in writing.
- Loss or damage caused by or resulting from leaking appliances (For example such as showers, shower trays, toilet pan and or toilet flushing systems).

## **FE – Failsafe Electrical**

### **What is covered:**

- Existing fixed electrical wiring.
- Consumer unit – To include MCB's, RCBO's, RCD's
- Light switches
- Wall sockets
- Light fittings – The electrical cable and fixings up to and including standard light bulb holders, individual downlight fittings embedded into ceilings and fluorescent tube assembly and starter units.
- Transformers
- Outside lighting attached to the main building
- Extractor Fans up to 15cm diameter
- Failed wiring to an immersion heater to include breakdown of element.
- Security lighting.
- Electrical doorbell supplied from transformer (excluding interactive / camera doorbells of any kind).

### **What is not covered:**

- Any device which can be plugged into the electricity supply or operates using electricity.
- Alarm systems.
- Solar panels, inverters, energy storage systems or heat pumps.
- Electric showers, domestic appliances.
- Any wiring: That is sheathed or cased in fabric, is not installed to the regulatory standards.
- Any Electrics not installed, operated, maintained, or repaired in accordance with established practice or manufacturer's instructions, statutory regulations, or British standards.
- Damaged caused while your home is unoccupied.
- Any pre-existing faults that were present before you requested Hewer to undertake any works.
- Interactive / camera doorbells of any kind.
- Replacement of any smoke, CO, or heat alarm.