



Failsafe Boiler, Controls and Central Heating Care, Plus One Additional package – Option 4

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

Additional coverage:

- 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 your 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.
- Damage 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.

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