



Laver
GROUP



Laver Group
Home Care

www.lavergroup.com

Over
40 Years
Heating
Experience



About Us

Laver Group has been established for over 40 years supporting our customer with their heating system. We deeply value our customers and are committed to providing exceptional support. Your satisfaction is our top priority, and we're here to assist you with any needs or concerns.



Cover Plans



Option 1 – Boiler Service Only £9.00/monthly

Take the stress out of remembering your annual service is due, we will contact you prior to the anniversary of your service to book you in. This will ensure your warranty stays valid, your boiler is safe, and it will make sure it is running as efficiently as possible.



Option 2 – Gas Boiler Cover Including Annual Service £16.00/monthly

We will cover your gas boiler for repairs, including parts, labour, and call-outs. Additionally, we will provide an annual service for your boiler as long as your coverage continues.



Option 3 - Heating System Cover (no boiler, ideal for under warranty boilers) £16.00/monthly

We will cover your heating system for repairs, including parts, labour, and call-outs. Additionally, we will service the boiler to help keep your warranty valid. The covered parts of the system include:

- Radiators & valves
- Heating controls
- Pumps and valves
- Accessible system pipework
- Boiler service
- F&E tank & ball valve

Cover Plans



Option 4 - Gas Boiler and Heating System £19.50/monthly

We will cover your heating system and gas boiler for repairs, including parts, labour, and call-outs. Each year of your coverage, we will service the boiler. The covered parts of the system include:

- A gas boiler
- Radiators & valves
- Heating controls
- Pumps and valves
- Accessible system pipework
- F&E tank & ball valve
- Boiler service

Option 5 - Gas Boiler, Heating System & Plumbing £22.50/monthly

We will cover repairs for your heating system, gas boiler, and plumbing. Each year of your coverage, we will service the boiler. The covered parts of the heating system include:

- A gas boiler
- Radiators & valves
- Heating controls
- Pumps and valves
- Accessible system pipework
- F&E tank & ball valve
- Boiler service

Cover Plans



Option 6 - Heating System and Plumbing (boiler under warranty) £18.50/monthly

We will cover repairs for your heating system and plumbing. Each year of your coverage, we will service the boiler to help keep your warranty valid. The covered parts of the heating system include:

- Radiators & valves
- Heating controls
- Pumps and valves
- Accessible system pipework
- Boiler service
- F&E tank & ball valve

Parts of the Plumbing system that are covered are as follows:

- Accessible hot & cold pipework
- Standard vented cylinder
- Cold water tank & ball valve
- Washers
- Exposed showers (labour only)
- Taps (labour only)

Cover Plans



Option 7 – Unvented Cylinder & Plumbing £15.99/monthly

We will cover repairs for your unvented cylinder and plumbing. Each year of your agreement, we will service the cylinder to keep your warranty up to date. The covered parts of the unvented cylinder include:

- Controls for cylinder
- Immersion heaters
- Pressure relief valves
- Anodes
- Expansion vessel
- Cylinder service

Parts of the Plumbing system that are covered are as follows:

- Accessible hot & cold pipework
- Standard vented cylinder
- Cold water tank & ball valve
- Washers
- Exposed showers (labour only)
- Taps (labour only)

Extras

Extra 1 - Unvented Cylinder

If you have a heating system that has a boiler as well as an Unvented Cylinder this will need to be added as an extra. This Extra only applies to options 2 through 6.

**£7.50
Monthly**

Extra 2 - Oil Boiler

If you have a heating system that has an Oil Boiler instead of a gas boiler then this will need to be added as an extra. This Extra only applies to Options 2 through 6.

**£6.50
Monthly**

Extra 3 - Non-covered appliances to be added to LGSR

If you have other gas appliances that are not covered they will also need to be looked at for the Landlords Gas Safety Record, this is a legal requirement. Any appliances covered would be checked under the Landlords Gas Safety Record.

£45 Each
To be paid at
time of LGSR

Landlord Gas Safety Record

Landlord Gas Safety Records are included when requested with cover options where both the Heating system and boiler cover are selected (option 4 & 5) This will only include the one appliance that is listed under the cover, for other appliances see above option. This will include a visual inspection and will be listed on the form given. This is a legal requirement for landlords and needs to be done annually. It is a legal requirement that all gas appliances are checked annually.



Call Out & Labour Charges



Description of Work	Cost Including VAT	Out of Hours Including VAT
Call Out (including first half hour of labour)	£108	£125
Additional Labour (per hour)	£96	£96
Gas Boiler Service	£108	N/A
Back Boiler Service	£150	N/A
LPG Boiler Service	£128	N/A
Oil Boiler Service	£195	N/A
Commercial Boiler Service	£260	N/A
Gas Fire Service	£98	N/A
DRU Service	£165	N/A
LPG Fire Service	£108	N/A

Call Out & Labour Charges

Description of Work	Cost Including VAT	Out of Hours Including VAT
Boiler Service & Gas Fire	£187.50	N/A
Boiler Service & DRU Fire	£225	N/A
Boiler Service & Unvented Cylinder	£200	N/A
Additional Gas Appliances (per appliance)	£45	N/A
Service Unvented Cylinder	£120	N/A
Electrical Conditioning Report	£250	N/A
Install Cooker/Hob (including materials)	£138	N/A
Install Oven & Hob	£232	N/A



Terms & Conditions

Laver Group Limited will provide breakdown cover and/or maintenance cover for private domestic gas central heating and hot water systems; subject to the level selected by the customer.

1. Period of Maintenance Cover Contract remains valid until termination by Laver Group Limited or the customer, 28 days' notice in writing is required for any cancellation by the customer. In the event of cancellation of the contract within 12 months of its inception Laver Group Limited have the right to charge, at standard rates, for any remedial work carried out.
2. Payment should be made in advance by an agreed method offered by Laver Group Limited.
3. The Contract remains valid as long as payment is continued and remains subject to termination by appropriate notice from Laver Group Limited or the customer (see condition 1).
4. The Acceptance of a Central Heating System onto a Laver Group Limited Home Care Plan does not imply that the system is installed to the relevant standards and Laver Group Limited will not accept any responsibility for any inadequacy arising from the original design or installation, and so makes no warranty as to fitness for purpose or condition. If a system is incorrectly installed or unfit for use Laver Group Limited reserves the right to terminate the Contract. The Home Care Plan is specific to the boiler installed in the property at the commencement of the Plan. Should the boiler be changed during the term of the Home Care Plan Laver Group Limited must be informed immediately in writing. Laver Group Limited reserve the right to terminate any Home Care Plan, in this instance, without reimbursement of payment. Should a breakdown / repair / service be required on a boiler that has been changed since the commencement of the Plan without notification to Laver Group Limited, Laver Group Limited reserve the right to charge for any call-outs at Laver Group Limited standard rates.
5. Laver Group Limited shall not be liable to fulfil its obligations under the Contract if subject to industrial dispute or Force Majeure.
6. Laver Group Limited may not be held responsible for any delay in provision of spare parts by suppliers and thus no compensation is payable should this occur. Your statutory rights are not affected. Laver Group Limited may supply and fit replacement parts and components which are compatible but not the same as defective parts.
7. Change of Ownership of Dwelling if ownership of dwelling changes the new owner of the dwelling shall retain the benefit of the Contract so long as payments due are maintained. Refunds will not be available however for the unexpired part of the Contract.
8. New Parts and Components availability, new parts will only be fitted where old ones are beyond reasonable repair. Laver Group Limited will be the sole arbiter as to the condition and availability of components.



Terms & Conditions

9. Noisy boilers as boilers become older, for various reasons they may become noisy. Where age is the sole reason for noise Laver Group Limited do not consider this a fault and it is not covered under the Maintenance Contract. A charge will be made for any recurring call outs relating to noisy systems, chargeable at Laver Group Limited standard rates.
10. Unless we cause it Laver Group Limited shall not be responsible for any loss or damage to property (including any cleaning needed) or any other type of loss caused by the system or appliance to which your Maintenance Cover relates breaking down or being accidentally damaged by you or leaking (for example, damage to furniture caused by water leaks). If access has been made to your system or appliance, we will fill in any holes and leave the surface level but we will not replace the original surface or construction. Any redecoration or repair of damage that may be needed following our work is your responsibility unless we have been negligent.
11. Exclusion Period. There is a 28 day exclusion period from commencement of cover, for any call-outs on Home Care Plans. If a customer renews before the expiry of the contract, the exclusion period does not apply after the first year of cover.
12. Annual service and inspection will be carried out every 12 months by Laver Group Limited. At this point Laver Group Limited will decide if the central heating system is accepted on to the Maintenance Contract for the next 12 months.
13. Contribution. If parts that are required to fix an appliance covered by Home Care Plan are obsolete, or if the system is deemed beyond economical repair. You will receive a £200 contribution to a replacement appliance to be installed by Laver Group Limited
14. Cancellation period We will provide a 14 day cooling off period during which time you can cancel your policy, and it will be as if your policy never existed. Alternatively you may cancel your policy at any time afterwards subject to notice periods required (see condition 1). We reserve the right to cancel your policy subject to a notice period of at least seven days

Exclusions:

1. Any inadequacy attributing to original installation or design of the system.
2. Laver Group Limited will not be held responsible for consequential damage or loss occurring as a result of a defect in the central heating system unless attributable to the negligence of Laver Group Limited. If attributable to the negligence of Laver Group Limited we would request notification in writing with full details within seven days of the incident.
3. Any damage due to the failure of water, gas or electricity supply.



Terms & Conditions

4. Any work including de-scaling that may arise due to hard water scale deposits or aggressive water supply.
5. Mechanical breakdowns due to sludge build-up within the system. Or the removal of products of corrosion from within the system.
6. Should the heat exchanger or heat bank fail, this will deem the boiler to be beyond economical repair.
7. Any damage or defect caused by lightening, frost, explosion, flood, storm, tempest, fire, impact or other extraneous causes. Or any other risk normally insured under household or other insurances. Any defect caused through accidental damage (except where accidental damage caused by you is specifically stated as being included under your Maintenance Cover), intentional risk taking, negligence, misuse, third party interference or malicious or wilful action.
8. Domestic water supply from the hot water cylinder to and including taps and washers. (except where this is stated as being included under your Maintenance Cover)
9. The replacement of decorative parts.
10. Any adjustment of time and temperature controls, bleeding radiators or pressurising sealed systems and relighting pilot lights. (Call-outs of this nature may incur a charge for the call-out, at the current Laver Group Limited rates)
11. The fabric of the building and any pipework including flues and under floor heating buried in it.
12. Any faults present at the time of signing the initial contract. Any call-outs for faults deemed to have been pre-existing to the commencement date of the Home Care Plan and within the first three months of the Contract will not be covered and may incur a charge for the call-out and any parts required, at the current Laver Group Limited standard rates.
13. Replacement of flues.
14. Heating appliances such as kick space heaters, fan assisted radiators, towel rails, designer radiators e.g. column radiators, school radiators, dual fuel kits, immersion heaters, primatic cylinders, custom made cylinders, un-vented cylinders and thermal stores. (Except where this is stated as being included under your Maintenance Cover)
15. Radiants and glass fronts on back boiler fires.
16. Cylinders with a volume greater than 40 gallons or 182 litres and boilers with a heat output greater than 42 kilowatts.



Terms & Conditions

17. Gas supply pipework to any appliance.
18. Removing asbestos associated with repairing the central heating appliance/system. When you have had any asbestos removed, you must give us a clean-air certificate before we will do any further work at your property. By law, the person who removes the asbestos must give you a clean-air certificate.
19. Commencing and/or continuing services where we reasonably consider that there is a Health and Safety risk including: the presence of; hazardous materials; infestations; or harassment of our personnel including verbal or physical abuse. We will not recommence work until the Health and Safety risk has been rectified to our satisfaction.
20. Any electrical wiring, including external wiring of heating controls, or supply wiring to electric showers.
21. Should the un-vented cylinder in a system fail, this will deem the system to be beyond economical repair.
22. Shower pumps, pumped electric showers, sanitary wear and any drainage or waste pipes.
23. Exposed bar showers, bath/basin/kitchen taps and electric showers will be covered for labour costs only, the customer will need to choose and supply their own like for like products. Changing non like for like products could incur additional costs.
24. Laver Group Limited will be the sole arbiters to if a system is beyond economical repair.
25. Laver Group Limited shall not be liable to fulfil its obligations under the Contract if subject to industrial dispute or Force Majeure.
26. Laver Group Limited may not be held responsible for any delay in provision of spare parts by suppliers and thus no compensation is payable should this occur. Your statutory rights are not affected. Laver Group Limited may supply and fit replacement parts and components which are compatible but not the same as defective parts.





Please fill in the whole form using a ball point pen and send it to:

Laver Group Ltd
Riverside Buildings
Nile Road
Pontypridd
CF37 1BW

Instruction to your bank or building society to pay by Direct Debit

Name(s) of the Account Holder(s)

Service User Number

4	4	4	9	8	6
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Bank / Building Society Account Number

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Reference

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Branch Sort Code

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INSTRUCTION TO YOUR BANK OR BUILDING SOCIETY

Please pay Laver Group Limited Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Laver Group Limited and, if so, details will be passed electronically to my bank/building society.

Name and Full Postal Address of Your Bank/Building Society

To: The Manager	Bank/Building Society
Address	
Postcode	

Signature(s)

Date

Banks and Building Societies may not accept Direct Debit instructions for some types of account

DD12

The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit Laver Group Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Laver Group Limited to collect a payment, confirmation of the amount and date will be given to you at the time of request.
- If an error is made in the payment of the Direct Debit, by Laver Group Limited or your Bank or Building Society, you are entitled to a full and immediate refund of the amount paid from your Bank or Building Society. If you receive a refund you are not entitled to, you must pay it back when Laver Group Limited asks you to.
- You can cancel a Direct Debit at any time by simply contacting your Bank or Building Society. Written confirmation may be required. Please also notify us.