

Henri-Taylor Home Solutions Plan

General Exclusions.

- Pre-existing defects or inadequacies to the original design of the system / appliance and consequential damage or loss arising from these defects.
- If you cannot give us written confirmation of the age or installation of your appliance, we will estimate its age based on its serial number and record this on our system.
- Any defects or damage caused through malicious or wilful action, negligence, or third-party interference or accidental damage of any nature.
- Any defect or damage caused by fire, lightning, explosion, flood, storm, tempest, frost, impact or other extraneous cause or catastrophic event.
- Leaking or defective pipework, wiring or flues buried in the fabric (walls and floors of all types and materials) of the building including underfloor heating & its components and controls.
- Making access to any pipework or parts of the system that are not readily accessible.
- Making good of any parts of the house to a decorative finish where we have made access.
- Replacement of pre-existing lime scale reducers or magnetic system filters not fitted by us.
- Any defect or damage occurring from a failure of the public electricity, gas or water supplies.
- Any increased cost of utilities, loss of water services, loss of earnings, or any retrospective cost for items not relating to the repair of the heating components.
- Any parts of the system working in conjunction with or supplying services to spas or swimming pools.
- Any parts of the system working in conjunction or supplying services to an underfloor heating circuit or manifold.
- Replacement of any smart controls or hub working in conjunction with your heating system.
- Repairs including issues with software or networks working in conjunction with smart controls.
- Topping up the pressure on your boiler. Repeat call outs could result in additional charges.
- Adjustments to time and temperature controls, including resetting them or replacing batteries
- Replacement or repair of unvented hot water cylinders and thermal stores themselves.
- Repair or replacement of any renewables such as air or ground source heat pumps and solar.
- Repairing or replacing an extended flue which is over 1 metre in length from the boiler or appliance.
- Damage caused by aggressive water, system contamination, limescale, sludge or other debris in the system.
- Commercial sized pumps serving 20 rads or more in a domestic dwelling.
- Hot Water circulating pumps.
- Powerflushing, removal of sludge, limescale and other debris in the system once we have made you aware of such a problem.

-Replacement of decorative parts, towel rails, low surface temperature, electric and designer/decorative radiators, including any associated valves. Decorative radiators include vertical, column, cast iron and curved radiators or any similar non-standard designs.

-We would be happy to install a non-special radiator back in its place where possible or install a customer supplied rad where no pipework alterations need to take place. In this instance only our workmanship would be covered not the radiator as it would be customer supplied.

-Pipework exceeding 28 mm in bore, waste or drainage pipe of any type, MDPE water pipes, lead pipe, steel pipe and iron pipe.

-Showers, taps, outside taps, toilets, shower pumps, sanitary ware units and grouting. This includes electric shower units, water softeners, system filters, water meters, macerators, waste disposal units and scale reducers.

-Where a faulty part of your system is not covered under your particular plan, we will always endeavour to make it safe where possible so there is no danger to life or property and leave a quote for remedial works.

-If you miss your annual service visit after reminders have been sent, we will not provide any cash back on your plan. We can provide proof of reminders being sent where required.

-If a persistent fault is occurring due to an underlying issue that you have not had rectified that we have recommended or quoted on, we will reserve the right to not attend any further call outs until the underlying issue has been resolved by us or third party if outside scope of our works.

-If you have a third-party company work on the system or boiler and a resulting fault arises, we will not cover this under your plan with us and we will charge additionally for any works needed.