



Cover plans for your boiler, heating & plumbing

Simple plans from a trusted company

Over 400+
5 Star
Reviews



Sign up with us today!

Call: 0161 884 1107

Email: office@laceyplumbing.co.uk

Website: www.laceyplumbing.co.uk

LACEY
PLUMBING &
HEATING LTD

You take care of your family, and we will take care of your plumbing and heating.

Why should you use Lacey Plumbing & Heating

Lacey Plumbing & Heating is a family-run business built on trust and recommendations. We provide quality and reliable heating, gas and plumbing solutions for your home and business.

We have over 400+ 5-star reviews from real customers who love our services!

With our office in the centre of Bury, we work in and around the wider Manchester area, covering; Bury, Bolton, Rochdale, and beyond. Our aim is always to be with you as quick as possible when you have a problem with your plumbing and heating.

Our accreditations

We are your local Gas Safe registered installers with a wealth of experience in fault-finding on many different boiler brands and models.

Additionally, we are accredited installers for both Worcester Bosch and Ideal.

As Which? Trusted traders, you have access to read reviews from our customers on the quality of our services and the products we provide.



Sign up is as easy as 1, 2, 3

We make the process simple

Just follow the below steps to get started with your cover plan for your boiler, heating & plumbing with Lacey Plumbing & Heating.

Step 1

Go to <https://www.laceyplumbing.co.uk/boiler-service-plan/>

Step 2

Choose your plan & click

Step 3

We will receive your confirmation and then be in touch

Or you can call us on 0161 879 4949 and ask for Rebecca



Our plans start from as little as £8.00 per month

Here at Lacey Plumbing & Heating, we wanted to highlight some of the key benefits of signing up for our boiler service plans for your home or business.

01 Reduce the cost of your annual boiler service

One of the main purposes of the boiler service plan is to stop customers from being put off by annual outlays of a traditional service, by offering more affordable monthly payments for the same service. By paying monthly you have peace of mind that your boiler service is covered.

02 Keep your warranty or guarantee valid

Not many people know this, but your boiler manufacturer specifies that you must have an annual check to keep your warranty valid. In addition, most boiler manufacturers and brands require certification evidence to ensure you are keeping the boiler well maintained and covered.

03 Keep your boiler in great working condition

Having our engineers come out and inspect your boiler on an annual basis will ensure that your boiler is working as safely as possible. Without regular maintenance boilers can become dangerously unstable, do not put you or your family at risk.

04 Prevent unexpected problems

Let's face it, boiler parts or replacements aren't cheap and always come at the worst possible time. So any preventative measures should be taken. Reduce the chances of having to fork out because your boiler has broken with an annual service.

05 No excess to pay when you call us out

When you commit to any of our monthly cover plans, there will be no excess payments to be made when you call us out. This means that you can have complete peace of mind that there will be no unexpected costs for your repair.

06 Local, friendly team

We are your local plumbing and heating company that believes in offering exceptional service to all our customers. Our friendly team of engineers are Gas Safe registered and have a wealth of experience in fault-finding on a wide range of different boiler models and brands.

The plans and what they include

Simply Heating Plan - £8.00 per month

Available to anyone, Great for budgeting and to take the stress out of remembering your boiler service. Perfect if your boiler is still under warranty or you want peace of mind that your boiler is being checked annually.

- Annual Boiler Service with certificate
- Cloud document backup of your service records
- Annual Reminder Service
- Heating System Filter Cleaned
- Adjust time controls
- Visually Checking and Bleeding Radiators if required

Simply Heating Plan Plus - £15 per month

Available to anyone but great if we installed your boiler or your boiler is still under warranty. Extra peace of mind for other plumbing and heating issues.

- Annual Boiler Service with certificate
- Cloud document backup of your service records
- Annual Reminder Service
- Heating System Filter Cleaned
- Time Control Adjustment
- Central Heating System Repairs. This includes repairs to radiator valves and leaking pipework.
- Gas Pipes. We'll repair accessible leaks on gas pipework from your meter within your home.

Go to <https://www.laceyplumbing.co.uk/boiler-service-plan/> and sign up today



Simply Heating & Plumbing Plan Ultimate- £25.00 per month

Available to anyone but perfect if we installed your boiler or your boiler is still under warranty. Be prepared for unexpected plumbing & heating issues, with peace of mind that an engineer is available to help.

- Annual Boiler Service with certificate
- Cloud document backup of your service records
- Annual Reminder Service
- Heating System Filter Cleaned
- Time Control Adjustment
- Central Heating System Repairs. This includes repairs to radiator valves and leaking pipework.
- Gas Pipes. We'll repair accessible leaks on gas pipework from your meter within your home.
- Plumbing pipework, taps and toilets
- Priority Customer**

Simply Heating & Plumbing Plan Ultimate Plus - £35 per month

Great for if your boiler is out of warranty. Be prepared for unexpected plumbing & heating issues, with peace of mind that an engineer is available to help.

- All repairs to your boiler***
- Annual Boiler Service with certificate
- Cloud document backup of your service records
- Annual Reminder Service
- Heating System Filter Cleaned
- Adjust time controls
- Central Heating System Repairs. This includes repairs to radiator valves and leaking pipework.
- Gas Pipes. We'll repair accessible leaks on gas pipework from your meter within your home.
- Plumbing pipework, taps and toilets
- Priority Customer**

Go to <https://www.laceyplumbing.co.uk/boiler-service-plan/> and sign up today

Terms and Conditions applicable to all agreements.

Our service commitment

At Lacey Plumbing & Heating Ltd (LPH) we provide quality service and breakdown cover for all our customers.

We only ever use the highest quality parts installed by our own qualified and employed engineers these terms and conditions and the documents provided to you form our service level agreement to you.

The Simply Heating Plan "The Plan" provides the following benefits:

- Our engineers will be familiar with your system, and you with them.
- Our office staff will be on hand to help.
- We will carry out an annual safety and performance service to ensure your system is kept working efficiently (this includes Carbon monoxide detection).
- We are always on hand to give free advice on your boiler and system.
- If there is a fault we will always endeavour to diagnose and repair on the first visit (however some parts may not be readily available).

Section 1. Terms and Conditions applicable to all agreements.

"The Plan"

The cover is for a single central heating system. The terms and conditions are applicable to all levels of plan.

This plan is a service level agreement between LPH and the customer and payments will continue on a rolling basis until such time that either party cancels or LPH makes amendments to the plan.

For full details of what is included in your plan please refer to the plan information on our website or documents provided to you.

In order to reduce waste and our impact on the environment, we limit printing.

The information on our websites forms part of the terms and conditions and should be read together.

Spare Parts

If we do not carry the spare parts your repair needs on the day, we will do all we reasonably can to find parts from our suppliers. We may use an approved alternative or parts that have been reconditioned by the original manufacturer.

Obsolete Parts. We will always contact two independent parts suppliers, and when all three state that it is obsolete, we will need to accept this as fact.

Terms and Conditions applicable to all agreements.

Labour

A qualified Gas Safe engineer will always carry out the work.

Using Personal information

Information you provide or we hold about you may be used by us to:

- Identify you when you contact us.
- Help improve services and products we provide, and/or may provide in the future.
- To help make decisions about credit card and credit related services for you and members of the household.
- To check your identity to prevent money laundering, unless you give us any other satisfactory proof of identity.
- We may email you from time to time with information relating to our services and special offers.
- We do not pass on any of your information to third parties.

We may monitor and record communications with you (including phone conversations and emails) for quality assurance, legal, regulatory and training purposes

Third Party rights

Nobody other than you will be able to benefit from this agreement.

Our Responsibilities

We will meet our responsibilities under this agreement within a reasonable time unless it is impossible for us to do this because of circumstances outside our reasonable control.

In particular, we will not be responsible for delays caused by our suppliers or their agents and during very busy periods.

During busy periods we reserve the right to move your boiler service appointment to an early date or later date and will ensure this does not affect any warranty.

We reserve the right to call out the manufacturer to your boiler for a repair and will cover the cost of this if the need arises.

Exclusions

Your Plan will not include the following:

[Cover in the first 6 weeks of your contract:](#)

Should a breakdown occur in the first 6 weeks of the Plan being accepted, Lacey Plumbing & Heating Ltd will not be liable for any cost to rectify the breakdown

[Unviable Boilers](#)

Boilers which are over 12 years old or beyond economical Repair.

[Design or existing faults](#)

The cost of repairs required due to design faults (unless we are responsible), or faults which existed before you entered into the agreement.

[Access](#)

We do not include the cost of accessing your appliance and unexposed radiator or heating

Terms and Conditions applicable to all agreements.

pipework, to make a repair, where your system is inaccessible due to a design fault, e.g pipes buried under concrete floors, plastered in walls, built in appliances, laid under underfloor heating, wooden flooring, Karnden or other designer flooring etc. We have a limit of £150 in time/cost to access and repair faults

Third Party Damage

The cost of repairs, relating to damage caused by you, or someone else. Including utility companies

Consequential loss

Unless we are responsible for it, loss or damage to property caused by the appliances boiler or system breaking down (for example, damage to furniture caused by water leaks)

Normal Insured Risks

The cost of repairing faults or damage caused by freezing weather conditions, subsidence, structural repairs, accident, fire, lighting, explosion, flood or storm. The cost of repairing damage caused by changes to, or, problems with, the gas, electricity or water service. Please ensure you check your household insurance to ensure you have adequate cover for these risks.

- Replacing or repairing decorative or other parts which do not impact how the system works

- Mains pressure cylinders

- Optimisers, smart controls and all other similar standard weather compensators.

- Resetting controls (for example, thermostats and programmers following winter or summer time changes unless specifically detailed in your plan) and changing batteries.

- Bleeding radiators (unless specifically detailed in your plan level).

- Damage caused by weather or freezing.

- Removing asbestos associated with repairing the appliance or system

- Cash alternative to any benefits

- Repairing any damage caused by our work unless we have been negligent

- Repairing or replacing appliance flues

- We will make good any matters where it is our responsibility. This will exclude painting of radiators, decorating, carpentry work or boxing of any pipework, tiling, or lifting or re-laying of carpets

- Following our work, redecoration may be necessary in certain situations. We cannot take any responsibility for this

- Repairing or replacing parts of your central heating system and controls which are specifically designed for piped underfloor heating

- Repairing or replacing any lead or steel pipes

- Replacement of hot water cylinders.

Terms and Conditions applicable to all agreements.

- Replacement of standard radiators and valves aged over 5 years and designer radiators or designer valves or towel rails.
- Repairs to underfloor heating.
- Any faults/repairs to any parts of linked/interconnected systems for example DH Water linked to Solar or ground source etc.
- Detached garages.
- We will not be responsible for alternative accommodation if your house is uninhabitable due to faults within your system
- Power flushing.
- Damage caused by sludge in your system.
- Adding chemical cleaner, inhibitor or leak sealant.
- Removing your boiler off the wall to replace an expansion vessel.
- The following boiler brands: Potterton Powermax, Britany Chaffoteaux, Servowarm, Ariston, Ferroli, Heatline,
- Showers and their parts, shower pumps, sanitaryware or sealants,
- Saniflo units, macerators or condense lift pumps
- Basin, kitchen, bath or bidet taps that cannot be repaired with a washer,
- Replacement of high end branded toilet parts or time for accessing behind panelling where toilets are concealed with panels or tiles.

Section 2. Moving House

If you are moving house, please let us know as soon as possible. You are entitled to the following options if you are moving

- 1) Any contracts you hold with Lacey Plumbing & Heating Ltd can be left/inherited by the new homeowner provided that you have paid in full or the new owner is prepared to continue direct debit payments from their date of ownership
- 2) Any period/portion of contract remaining can be transferred to your new property under your existing payment arrangement subject to Lacey Plumbing & Heating Ltd first inspecting/servicing the installation at the new address which will be charged to you at a price of £96.00.
- 3) We will advise you of any faults found and how to remedy these. We reserve the right to charge to correct any faults at your new property, or as an alternative, exclude any faults we deem unsuitable

Section 3. Appointments

Before arranging a repair visit, please refer to section 4: Advice and self help to see if your problem really needs an engineer's attendance.

Gaining access to your property and arranging appointments

It is your responsibility to provide us with access to your property. If we cannot gain access to your property, we will be unable to carry out the necessary work. If this happens, we will let you know so that you may arrange another appointment.

Terms and Conditions applicable to all agreements.

If you do not arrange an appointment, or we cannot gain access, your agreement will continue even though we have been unable to carry out the service. If, after several attempts, you have not made an appointment or we still cannot gain access, we may cancel your agreement. We will let you know in writing if this is the case.

Appointment times

We will be as flexible as possible with appointment times and ask that the client is flexible with access arrangements. Appointment times will be between 8am-5pm, Monday to Friday.

Servicing

If you are entitled to an annual service, we will carry this out around the same time each year where possible. We reserve the right to bring the service forward by 1 month or later by 1 month during busy periods and sometimes we may bring a service forward into the summer months. Additionally, if we attend your house for a repair or other reason and this attendance is close to the date when your boiler is normally serviced, we will, with your permission, carry out this service at an earlier date (this prevents repeat appointments and prevents you having to wait in for us).

5 Year Service Point

On or around year 5 your boiler will require a 'strip service' which involves changing consumables within your boiler and in depth cleaning. After this service your boiler will be serviced as normal for a further 5 years.

There is an additional charge for this which we will advise you of at the 5 year point.

EMERGENCY CALLS WILL BE GIVEN

PRIORITY (GAS LEAKS,

WATER LEAKS, TOTAL LOSS OF HEATING DURING WINTER ETC). Please note:

During exceptionally busy periods of workload, we may move to a priority only policy whereby only essential problems are attended to ie: total loss of heat/hot water, water leaks, gas leaks etc.

Section 4. Advice and self help

Before calling for assistance- please read through this self-help section. Many queries can often be corrected, meaning we are able to respond to more serious faults, and avoid you having to wait in for us.

Heating General

Before calling an engineer please refer to the following:

- 1) For combination boilers please check that there is sufficient water in the system PLEASE CONTACT US FOR EASY TO FOLLOW ADVICE
- 2) Please check that all controls are set correctly and are calling for heat and that they do not need new batteries.
- 3) Most boilers are fitted with a RESET button, knob or control, please refer to your user instructions to check this control is correctly set and has not tripped out.

Terms and Conditions applicable to all agreements.

1) RADIATORS – If your radiator/s are cold at the top & warm / hot at the bottom, it is more than likely that they require bleeding – PLEASE CONTACT US FOR EASY TO FOLLOW ADVICE.

Gas & LPG Fired Boilers

1) Please check that the pilot light has not gone out. 2) In the case of combination boilers, please check that the water pressure gauge situated on the front of the boiler is reading at least 1 Bar or is in the green section. (The boiler will not work if the pressure is below 1 Bar/ the green section) please see item 1 above. 3) Please make sure the main gas control valve situated on the meter or gas tank is turned fully on and has not been accidentally turned off.

Plumbing General

MOST PLUMBING 'EMERGENCIES' CAN BE AVOIDED OR REDUCED BY FOLLOWING SOME SIMPLE STEPS.

1) ALWAYS make sure everybody in your household knows where the MAIN STOPCOCK is located, that it can be accessed easily and that it is in working order. 2) Do not attempt DIY plumbing jobs if you are not totally confident and skilled. It is often cheaper to have a professional to complete the work rather than pay the cost of repairs and water damage following a failed DIY project.

Section 5. Powerflush

We use a PowerFlush to clean and remove sludge and other waste from central heating systems. If we recommend that your system needs cleaning with a Power Flush we will charge you to undertake this work. Our engineer will also advise you what other work is needed in order to avoid future problems. We may suggest you correct any design faults that might cause the problem to return. When a repair is needed due to sludge (for example damage to pump, valves or radiators) and we have not already told you that you need to flush and clean your system with a PowerFlush or a similar procedure, we will attempt to carry out a repair (excluding the use of a PowerFlush) and will do so at no extra cost. Provided that the sludge is not likely to cause fresh damage to any such repair

Magnetic filters and scale reducers

We will maintain any magnetic filters on gas appliances and heating systems included under your agreement. We will also clean out the filter on your magnetic filter if necessary, as part of the Annual Service. We do not cover replacing your filter.

Section 6. Period of cover, and cancellation

About Your Agreement

If you pay by direct debit, your agreement runs until you tell us that you would like to cancel, or if we cancel the agreement see Cancellations.

Terms and Conditions applicable to all agreements.

We will write to tell you about any changes to terms and conditions or prices. For all other payment methods, your agreement runs for 12 months from the date it begins (or is renewed), unless you or we use the cancellation rights (set out in the clause headed cancellation)

Start date

Your agreement starts when we process your application

Period of Contract

The contract will be on a rolling contract from the date of acceptance of the completed application form, It will end when either party ends the contract or when there is a price increase.

In the event of a breakdown occurring in the first 6 weeks of a new plan being accepted, Lacey Plumbing & Heating Ltd will not be liable for any cost to rectify the breakdown. This does not apply in the event of renewal of the plan. If there is a break in the contract, the customer will be required to forego a renewal which will require a repetition of the six week exclusion clause.

Initial Survey/Safety inspection

If you select the Plan, our engineer will complete an initial survey/safety inspection checklist to show you what has been checked. He will service your boiler and there will be a charge of £90.00 for this initial visit and boiler service.

Any pre-existing or historical faults found on the initial survey will be highlighted to you at this time.

The engineer will need to check all your radiators, valves and exposed pipework and make a note of these.

We will not be responsible for the cost of repairs or gaining access to make repairs if there are design faults (unless we are responsible for the design faults), faults which existed before you entered into your agreement with us, faults which, we have identified on a previous visit or faults which we could not, using reasonable care and skill, identify on our first Service or repair call out to your system or appliance. For example, this would apply to pipes buried under concrete floors, pipes plastered into walls, or, that do not have adequate pipe protection.

For radiator pipework and valve cover we will highlight any radiators or valves that would not be covered by the plan and any remedial work that needs carrying out, if any.

Your radiators and valves will be covered for an attendance by our engineers to isolate any leaks. If your radiators or valves need replacing during the period of cover we will replace these at a discounted rate of 10% off our normal charges.

Please note: Once the inspection date has been booked you have the right to cancel prior to the inspection taking place and no costs will be incurred. There will be a non-returnable charge of £96.00 (Inc. VAT) for this service unless we have a special offer on which we have agreed in writing with you. Or if you have just had a new boiler installed by us.

Terms and Conditions applicable to all agreements.

Service Reminder

You must provide us with an email address or mobile number for this service. We will automatically send this out 2 weeks before your service is due. We will also call you once if we don't hear back from you after this period of time. It is the customers responsibility to get back in touch. You can also book online.

Time Control Adjustment

We will check over your control and make any adjustments at the time of your boiler service.

Radiator Pipework & Valve Cover

For radiator pipework and valve cover we will highlight any radiators or valves that would not be covered by the plan and any remedial work that needs carrying out, if any. Your radiator valves and exposed pipework will be covered for an attendance by our engineers to isolate any leaks. If your radiator and/or radiator valves need replacing during the period of cover we will replace these at a discounted rate.

Annual Inspection

We will carry out the initial Safety inspection (see above) at the same time as the initial inspection. Following this, we aim to conduct the annual inspection at approximately the same time each year, at a time convenient to you.

Plans are reviewed every 12 months. When your boiler is 5 years old it will require a major service.

There will be an additional cost at this point which will be advised before we carry out this work.

Gas Tightness Test

A gas tightness test will ensure that you do not have any other gas leaks on gas appliances or pipework.

Priority Customer

If you a priority customer and call us before 10:00am with a plumbing and heating emergency we will prioritise you before other customers that day.

Radiator Health Check

Our engineer will check your radiators for you during the annual service (plan level dependant) and bleed and balance. If there are issues such as cold spots we'll advise you of this in writing.

Additional Call Out Charges

You will be charged for labour and parts for any call outs that are not covered by your particular plan.

Cancellation

We may cancel your agreement if:

- You have provided false information
- You do not make an agreed payment
- We are not able to source parts to keep your system working safely, or Circumstances arise which make it inappropriate for the contract to continue

Terms and Conditions applicable to all agreements.

If we cancel your agreement we will:

Give you a refund based on the time that is remaining on the twelve month term, cash, cheque and credit or debit card payment. This is on condition that you have not received any repairs during the 12 month contract period.

If you cancel your agreement with us, under normal circumstances, we will not provide a refund. However, you are entitled to a full refund if you cancel within seven working days of taking out the agreement, on condition that we have not completed any work.

If you cancel your agreement after we have completed an initial survey/safety inspection, we reserve the right to retain the £96.00 Initial Survey/Safety inspection payment. If you cancel your contract and you have received a repair benefit, then the full contract premium is due. Alternatively, we will charge for the repairs on a NON CONTRACT BASIS.

Section 7. Contact

Our Full address details are:
Lacey Plumbing & Heating Ltd, Unit 11
Eton Business Park, Eton Hill Road,
Radcliffe, M26 2ZS Tel: 0161 879 4949 or
email: office@laceyplumbing.co.uk

Our other services

✓ New radiators and central heating

Our trusted and reliable team aim to provide you with the best advice on choosing the right Central Heating system for you.

Modern radiators are much more energy-efficient than old-style radiators. You can have more control and they also come in lots of colours, shapes and sizes to make your home look amazing.

We can work with you to help you choose the best radiator for your home and advise on how to control them with thermostatic radiator valves, which can even be controlled with your mobile phone.

If you simply need new radiator valves to turn your radiators up and down, we can help with that too.



✓ Latest time controls

You can now control your heating system with ease from your mobile phone with with the latest controls.



If you just want your boiler to come on at set times throughout the day there are simple controls for this.

But if you want total control from your mobile phone we can advise on the best smart control for your needs. We fit all brands such as the Bosch Easy, Honeywell Lyric and Nest smart control. Smart controls are perfect for shift workers, for when you are away from home or simply if you just like the idea of having control at any time.

Get in touch today on 0161 879 4949 and we can help you become more energy efficient at home or in your business.

Our other services

Emergency and planned plumbing

Whether you have a burst pipe or leak and require an emergency plumber, or you need our general plumbing services for your home or business, the team at Lacey Plumbing and Heating are here to help. We offer quick, same-day service for emergency responses across Manchester.

Issues that call for a plumber happen more often than you think. Whether it's a leak in your kitchen or a blocked toilet in the work bathroom, we understand you need them fixed quickly and effectively, preventing further problems.

If you live or own a business in and around the Manchester area, here at Lacey Plumbing and Heating, we will provide you with high-quality service!



Bathroom adaptations

If you are looking to adapt your bathroom for comfort, accessibility or modernisation, then our expert team are here to help.



Our stylish, high-quality accessible bathrooms are designed to enhance both your home and your life. Ranging from discrete modification and adaptations, through to a whole bathroom redesign, we are led by your needs and personal taste to develop a bathroom that is unique to you.

Our vast range includes easy access walk-in bathtubs and / or showers, baths with secure doors, as well as enhances features such as powered lowering seats.

Get in touch today on 0161 879 4949 and we can help you become more energy efficient at home or in your business.

LACEY

PLUMBING & HEATING LTD



Because, we're here to help...

If you have any questions about our plumbing and heating services, then we are here to help.



Address

Unit 11 Eton Business park, Eton Hill Road, Radcliffe, M26 2ZS



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0161 884 1107



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