

Service Club

A.C. Wilgar



Plumbing, Heating and Boiler Specialists



★ Trustpilot ★★★★★

Google ★★★★★

enquiries@acwilgar.co.uk

www.acwilgar.co.uk



* All facts and figures correct at time of print 2022

Why use **A.C. Wilgar**?

Founded in 1985, A.C. Wilgar have established themselves as the **UK's Number 1 Rated** plumbing and heating firm



A.C. Wilgar have been providing award-winning services for almost **40 years** in the highly specialised field of plumbing and gas central heating.

We are a family run business who take immense pride in our levels of workmanship and customer service. A.C. Wilgar are now the **UK's Number 1 Rated** plumbing and heating company on independent review site Trustpilot based on real customer reviews, with an average rating of **4.9 out of 5***.

Our Service Club was launched in 2006 with the aim of providing our customers with year round peace of mind throughout the South-East London and North-West Kent regions. Our team of fully qualified, permanently employed engineers are here to help you avoid the stress and cost associated with unexpected breakdowns and repairs at your time of need.

Award Winning Service

A.C. Wilgar are renowned for treating our customers' property as a **home, not just a house.**

We are audited annually by independent quality control bodies and work to Government endorsed standards, meaning our reputation is synonymous with quality & integrity.

We have been frequently commended for our level of service at industry leading award ceremonies, making us the UK's most awarded plumbing and heating firm.

- 5 x Winners H&V Domestic Installer of the Year
- 3 x Winners H&V Smart Installer of the Year
- Worcester Bosch Environmental Installer of the Year
- Corgi Installer of the Year: Southern England
- Installer Live: Installer of the Year

A.C. Wilgar are approved boiler replacement installers and diamond-accredited partners for **all of the UK's** major boiler brands and manufacturers



 **WORCESTER**



BOSCH

POTTERTON

 **Vaillant**

Glow•worm

ideal
BOILERS

BAXI

What **our customers** say about us...

"This company is like a breath of fresh air. Well run, first class staff, first class work. On time, clean, helpful, do exactly what was agreed for the price agreed. I could not be more pleased and now I have the plumbers we all hope to have in our properties. Thank you A.C. Wilgar."

Terry, SE12

"My boiler broke down, I called A.C. Wilgar & managed to get an appointment straight away. They texted me when the engineer was en-route and sent a picture of him... he managed to get the boiler up & running in 15 minutes. He explained what was wrong & how he went about fixing it. Definitely recommend A.C. Wilgar."

Robert, DA17

"A.C. Wilgar is a local business which is a highly respected and established part of the community. They have won, and continue to win, a string of awards for their work. We have been customers of A.C. Wilgar for many years; their engineers have visited our house regularly for service and maintenance work on our boiler. Their people are always reliable, punctual and extremely pleasant (which, from our experience, isn't always the case with some other plumbing firms!) and we've always appreciated their helpful "can-do" attitude and work ethic. We're delighted to recommend them unreservedly."

John, BR5

"We have been 'service club' members with Wilgar's for 7 years. Over these years we have had reliable annual boiler services... Recently our old heating system has been less that efficient. Various upgrades to the pump and pipework were suggested along with a powerflush of the system. Joe was an extremely hard working diligent guy, he was friendly and showed care and consideration for our property. Placing mats, removing shoes etc. Everyone I have dealt with at Wilgar's has acted with professionalism... All in all a great local company! The fact that there isn't a transient work force speaks volumes."

Emma, BR6

As well as being rated the UK's No.1 plumbing and heating firm on Trustpilot, we are also rated as one of the best in the UK on Google, Checkatrade and Which?

"As with the install, the annual service is seamless and professional. Engineer was polite, clean and thorough. I've used companies before where the service is a cursory look at the boiler, some forms and they're gone. Experience with Wilgar's is far more thorough, checking magnetite filters and demonstrating what they're doing all the way through. Checking settings and offering advice. For all of these reasons I'll be using/recommending you. Cheers."

Steve, BR6

"Quick, friendly and efficient service. Communication fantastic from moment of booking through to after service care. Text messages providing real time updates of engineers arrival time and location, along with ID of engineer to give peace of mind to the person answering the door. Engineer friendly and informative throughout and service completed quickly with minimal fuss. Highly recommended."

Sam, SE9



★★★★★ 4.9

Over 157 Reviews...



★★★★★ 4.8

Over 318 Reviews...



★★★★★★★★★★★★ 9.5

Over 410 Reviews...



Over 1,946 Reviews...



Cover starts from as little as **£10.50** per month

The A.C. Wilgar **Service Club**

As members of our Service Club, our engineers will be on hand to fix problems which occur on your system. If your hot water doesn't come on in the morning or your radiators aren't heating up, we'll send an engineer to help, and if any repair work is required, we'll cover the costs of all parts and labour.

We offer a transparent and honest range of Service levels including cover for your heating, plumbing, drainage and electrics. Unlike most big name competitors we have **no excess fees** and **no hidden charges** - the price you see is the price you pay.

We will also never increase the price of your cover plan based on the age or condition of your system; every customer accepted onto our Service Club will pay the same price for the chosen level of cover.

- Coverage from the UK's No.1 rated plumbing and heating firm
- Competitive prices offering great value for money with no hidden costs
- Regular boiler servicing to ensure your home heating & hot water are in good working order
- No unexpected repair bills; all parts and labour included
- 24/7 emergency call-out cover (excluding silver cover)
- No sub-contractors
- Government endorsed standards of workmanship
- Engineer tracking service
- Tailored levels of cover to suit your needs
- Landlords cover available
- Prioritised call-outs
- Safe Contractor Scheme

Service Club Plans

Care Plan

Silver

★

£10.50

per month



Annual Service & Health Check



Boiler & Controls



Central Heating System



Plumbing & Drainage



Home Electrics

Care Plan

Gold

★★

£21.50

per month



Annual Service & Health Check



Boiler & Controls



Central Heating System



Plumbing & Drainage



Home Electrics

Care Plan

Platinum

★★★

£26.50

per month



Annual Service & Health Check



Boiler & Controls



Central Heating System



Plumbing & Drainage



Home Electrics

No Excess · No Hidden Fees · No Annual Price Rises

Care Plan
Crystal
★★★★

£32.50

per month



Annual Service & Health Check



Boiler & Controls



Central Heating System



Plumbing & Drainage



Home Electrics

Care Plan
Diamond
★★★★★

£35.00

per month



Annual Service & Health Check



Boiler & Controls



Central Heating System



Plumbing & Drainage



Home Electrics

**Landlord's
Cover** for just
an additional
£5 a month

Landlords can apply for any level of cover on their properties with an additional surcharge of £5 per month to include the mandatory annual Landlords Gas Safety Certificate and all administration work in liaising between landlords and tenants.

What's Included?

Annual Boiler Service & Heating System Health Check

- Comprehensive annual service on a single natural gas boiler
- Boiler will be opened up to clean key components
- Parts to be checked for operational safety & ratios restored to manufacturers guidelines
- Engineer check on heating system to ensure all in good working condition

Boiler & Controls

- Boiler breakdowns & repairs
- Heating controls including thermostats, programmers, motorised valves & domestic sized pumps
- The boiler flue including the flue terminal up to 1m in length

- Boiler replacement cover if less than 7 years old & deemed irreparable
- £400 off the cost of a new boiler if more than 7 years old & deemed beyond economic repair
- Your gas supply pipe from the meter

Central Heating System

- All repairs to the central heating system & primary hot water pipework within the property
- Standard radiators & associated valves
- External expansion vessels
- Pressure relief valves
- Gauges & external filling loops

Plumbing & Drainage

- Repairs to the plumbing system within your home including water pipes as they enter the house & throughout the house

- Hot water cylinders & their components such as immersion heaters, timers & thermostats
- Leaking taps & running toilets
- Cold water tanks, ball valves & floats
- Ball cocks, siphons, valves & flush handles/buttons
- Domestic drainage within the property
- Repairing leaks on internal waste pipes

Home Electrics

- Repairs to your mains electrical system
- Power sockets, isolation switches and smoke alarms (mains electrical only)
- Domestic extractor fans
- Replacement of irreparable parts



What's Excluded?

NOTABLE EXCLUSIONS

- ✗ Inherent defects or inadequacy to the original design of the system / appliance(s) and consequential damage or loss arising from defects
- ✗ Any defects or damage caused through malicious or wilful action, negligence, or third party interference or accidental damage or any nature
- ✗ Any defect or damage caused by fire, lightning, explosion, flood, storm, tempest, frost, impact or other extraneous cause or catastrophic event. This includes pipes that require defrosting in extreme cold
- ✗ Pipework, wiring or flues buried in the fabric of the building including underfloor heating & its components
- ✗ 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 works pertaining to spas or swimming pools, including heating systems supplying a swimming pool
- ✗ Co alarms
- ✗ Large pumps (any bigger than standard size)
- ✗ Smart technology or system upgrades
- ✗ Instant hot water taps (boiling tap)
- ✗ Kitchen sinks

BOILER & CONTROLS

- ✗ Topping up the pressure on your boiler. Adjustments to time and temperature controls, including resetting them or replacing batteries
- ✗ Replacement or repair of unvented hot water cylinders, thermal stores, air or ground source heat pumps or fan convectors
- ✗ Repairing or replacing the flue including the flue terminal if it's over one metre in length
- ✗ Smart controls and wiring issues
- ✗ Anything flue related - flue defects including brackets

CENTRAL HEATING SYSTEM

- ✗ Smart controls
- ✗ Damage caused by aggressive water, system contamination, limescale, sludge or other debris in the system
- ✗ Powerflushing, removal of sludge, limescale and other debris in the system
- ✗ 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





PLUMBING & DRAINAGE

- ✗ Concealed plumbing/cisterns, plumbing pipework exceeding 28mm in bore, mains water pipes, lead pipe, main sewer pipes and any shared drainage
- ✗ Damage caused by aggressive water, system contamination, limescale, sludge or other debris in the system
- ✗ Showers, 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
- ✗ Rainwater pipes and guttering
- ✗ Bidets and other non standard fittings
- ✗ Non standard sanitaryware

HOME ELECTRICS

- ✗ Electrical appliances, cameras and security devices
- ✗ Power supplies beyond the fuse box, and any external lighting units.
- ✗ Rubber and/or lead cables
- ✗ Complete system rewire
- ✗ TV & speaker systems, lighting control systems (dimming), garage control systems
- ✗ Photovoltaic systems (Solar power) & renewable energy
- ✗ Electric vehicle charging stations
- ✗ Fuse boards
- ✗ Doorbells / smart doorbells



Terms & Conditions of the A.C. Wilgar Service Club

PERIOD OF AGREEMENT

Payments will be taken on the 27th day of each month by direct debit, or the next working day. The minimum subscription period is 12 months from the date of the first payment. Thereafter, your agreement is on-going until you tell us you would like to cancel or if we cancel the agreement. You may cancel the agreement at any time after the initial 12-month period subject to pro-rata repayments for any works already carried out (see Cancellation Policy).

If you have more than one boiler, you will be required to pay a separate Service Club membership for each boiler.

We will notify you in writing of any changes to pricing or terms and conditions.

START DATE

Your cover will begin on the date which we process your first payment (27th day of the month). Please note that for any applications received after the 16th day of the month, cover will not begin until the 27th day of the following month.

INITIAL SAFETY INSPECTION

If you wish to join A.C. Wilgar's Service Club, an A.C. Wilgar Service Engineer will attend your property to carry out an annual boiler service and system health & safety inspection. Should any part of your system be deemed unsafe or not to the required standards for our Service Club, we will charge you the standard one-off fee for an annual boiler service only. For larger properties, or properties with significant numbers of sanitary ware and/or heating controls, A.C. Wilgar may offer a custom pricing structure to suit.

YEARLY INSPECTION

An A.C. Wilgar Engineer will carry out a full boiler service and system inspection once a year.

We will inform you in writing via e-mail, SMS and/or post when your service is due.

CANCELLATION POLICY

We may cancel your agreement and/or demand repayments if:

- You have given false information.
- It is not possible to find parts to keep your system working safely.
- You do not make an agreed payment.
- You put our employees' health and/or safety at risk in any way.
- Your home is unfit to carry out works in.
- We make recommendations to carry out works and you refuse to do so.
- Circumstances arise which make it inappropriate for the contract to continue.

We retain the right to cancel your agreement at any time should we deem it appropriate. We may provide a refund pro-rata to the length of time left of your 12-month agreement term for any customers who have been with us for longer than the initial 12-month period. If you decide to cancel the agreement with us before the end of any 12-month period, we will charge you for any works that have been carried out in that period (including any repairs or boiler servicing charges), less the monthly payments you have made up to that point.

We require notification in writing from any Service Club member wishing to cancel with one months notice.

SPARE PARTS & REPAIRS

If we do not carry the spare parts your repair requires on the day, we will endeavour to find parts from our suppliers. We may not always be able to replace parts like-for-like and therefore may use an approved alternative or standard range of product. For example, parts may not always be the same design or colour as the original, but if you wish to provide your own parts we will fit under the terms of the contract. Should we find any boiler parts to be obsolete we will not be able to carry out the associated works and we will instead provide a quotation for a replacement boiler. If there are 3 or more repairs required on a boiler within any 1 year period, it will be deemed beyond economic repair. If a boiler will cost in excess of £400 to repair it will be deemed beyond economic repair. In such circumstances, A.C. Wilgar will provide a quotation to replace the boiler with a £400 discount applied.

LABOUR

Any plumbing & heating work will always be carried out or supervised by one of our fully qualified engineers. Electrical works may be referred to a vetted NICEIC registered electrician. All wiring will be carried out in accordance with the current edition IEE Wiring Regulations. All wiring that require Building regs notification will be installed by an approved NICEIC contractor.

USING PERSONAL INFORMATION

We will always endeavour to handle your data in compliance with the General Data Protection Regulations (GDPR) and will store any data in a secure server. Information you provide may be used by us to identify you when you contact us but only when information is volunteered to us, to assist us with accounts, services and products we have provided before,

now & in the future. We will retain your information as long as you are our customer, and will send you reminders when you have services due and information about your engineer when en route. If at any time in the future you wish for your information to be removed from our systems, please ask to speak with our Data Protection Officer.

Through CIFAS system (the UK's fraud prevention scheme), we and other organisations may access information about you to help make decisions about credit and credit related services for you and other members of your household, and/or to check your identity to prevent money laundering, unless you give us other satisfactory proof of identity.

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

OUR RESPONSIBILITIES

We will meet our responsibilities under this agreement within a reasonable time unless unable to do so because of circumstances beyond our control. All standard services are offered between normal working hours, namely weekdays 08:00-17:00 UK time. In particular, we will not be responsible for delays caused by our suppliers and/or their agent. Emergency cover is available until 11pm every day.

Under our 24/7 emergency cover, an engineer will normally be with you within 24 hours. For uncontrolled water leaks or emergencies posing an immediate risk to your health or property, we will aim to attend your home within 2 hours. Emergency cover is available until 23:00 UK time every evening.

See our website for our [Privacy Policy](#) and [Exclusions](#) to the A.C. Wilgar Service Club





**Beckenham
Branch**

5 Rectory Road
Beckenham
Kent
BR3 1HL

Tel: **0208 639 4540**

**Orpington
Branch (Head Office)**

Unit 1 • The Metro Centre
Bridge Road • Orpington
Kent
BR5 2BE

Tel: **01689 891011**



We're supporting
Bromley,
Lewisham &
Greenwich

