

WELCOME TO THE ECO TECH COMMUNITY, WE ARE PLEASE TO HAVE YOUR on board .

EcoTech Smart Plumbing Solutions – Terms & Conditions

Clear, fair and transparent maintenance plans for homeowners, landlords, HMOs and builders.

EcoTech provides plumbing, heating, drainage and smart-home maintenance plans. These Terms & Conditions explain what your plan includes, how it works and what is expected from both parties. This is a maintenance agreement, not an insurance policy.

1. Definitions

Agreement – Your welcome email/letter and these Terms & Conditions. Plan Holder – The person or business named on the agreement. EcoTech – EcoTech Smart Plumbing Solutions. Home – The property covered by your plan. HMO – House in Multiple Occupation. System – The boiler, heating, plumbing, drainage, electrics or smart-home system covered by your plan. Start Date – The date your plan begins. Callout Fee – The fee payable per repair visit. Emergency – A sudden breakdown causing complete loss of service or property damage. Builder Partnership Package – A monthly labour plan providing 15 hours of skilled labour. Cooling Off Period – First 14 days of your plan. Claim Eligibility Date – 30 days after your plan start date.

2. What's Included

Your plan covers maintenance, servicing and repairs for the systems listed in your welcome letter.

Boiler and Heating – Annual service, boiler repairs, flue repairs, gas supply pipe repairs, radiators, valves, cylinders, heating pipework, smart heating upgrades. Plumbing – Internal pipework, toilet valves, isolation valves, cold-water tanks, water supply pipe, leak detection and smart shut-off options. Drains – Internal unblocking, external drains within boundary, toilet blockages, flow restoration. Electrics – Fuse box, sockets, switches, extractor fans, wired smoke/CO alarms, outdoor lighting fixed to the home. Smart-Home Systems – Smart thermostats, smart radiator valves, leak sensors, smart

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alarms, smart shut-off valves. Landlord and HMO Plans – Annual service, CP12 certificate, priority repairs, tenant communication, multi-bathroom support, safety device testing, compliance documentation.

3. Builder Partnership Package

Builders receive 15 hours of skilled labour per month.

Included – First and second fix plumbing, heating installation, smart-home pre-wire, drainage alterations, variations, on-site planning, optional emergency response.

Builder Provides – All pipework and bulk materials. EcoTech Provides – Fittings, valves, connectors, consumables, clips, brackets and labour. Not Included – Pumps, macerators, fires, structural work, electrical work beyond smart-home integration.

4. Claim Eligibility

No repairs or claims can be made within the first 30 days of your plan. This applies to all plans and add-ons.

5. Safety and Access

EcoTech sends Gas Safe engineers for gas work and vetted plumbers/electricians for other tasks.

Access – Someone aged 18+ must be present for the entire visit. If access is not possible, the appointment must be rearranged. After three failed access attempts, EcoTech may cancel your plan.

Safety – Work will not continue if a hazard exists. Asbestos – Must be removed by a licensed contractor and a Certificate of Reoccupation provided. Non-Compliant Systems – Improvements may be required before EcoTech can continue work.

6. Exclusions

EcoTech does not cover:

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Damage normally covered by home insurance – Weather, flooding, escape of water, structural issues, fire or explosions. Improvements – Adding radiators, replacing working radiators, upgrading valves or heating zones. Steel or Iron Pipes – Except gas and water supply pipes. Energy Management Systems – Not installed by EcoTech. External Stopcock Issues – You must arrange isolation if the stopcock cannot be turned off. Consequential Damage – Unless EcoTech caused the damage. Powerflush – Chargeable separately. Access and Reinstatement – EcoTech covers up to £1,000 for access. Cosmetic reinstatement is not included. Existing Faults – Faults present before your plan started. High-Cost Repairs – If repair cost exceeds boiler value, EcoTech will recommend replacement and offer 15% discount. Unavailable Parts – EcoTech may cancel your plan if parts cannot be sourced. Damage Caused by Others – Third-party engineers, utility suppliers, DIY work or power cuts. Intentional Damage or Negligence – Not covered. Designer Radiators – Curved or non-standard radiators are excluded.

7. Payments and Pricing

Plans are annual contracts paid monthly or annually. Prices fixed for 12 months unless the plan changes. Callout & Excess fees must be paid before attendance. Missed payments incur a £20 late fee. Services may be suspended until overdue payments are cleared.

8. Annual Service and Welcome Service

EcoTech will contact you to arrange your annual service. Three attempts will be made; after this, you must rearrange. Services may be delayed during high-demand periods.

Annual Service Includes – Gas testing, ventilation checks, component inspection, cleaning, adjustments and a service checklist.

Welcome Service – May be required within 28 days. If your boiler or controls are not approved or have existing faults, EcoTech may offer a different plan, cancel your plan or provide a repair quote. If passed, the annual service is completed immediately afterwards.

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9. Repairs

Repairs booked online or via phone. No repairs in first 30 days. Annual service may be required before repairs. Callout fees must be paid before booking. No cash alternatives. Missed payments must be cleared before attendance.

10. Changes to Your Plan

You must inform EcoTech if you move home, change boiler/heating systems, update contact details or wish to upgrade your plan. Downgrades count as cancellations.

11. Cancellations

Cooling-Off Period – Full refund unless work has been carried out. After 14 Days – 30 days' notice if no work completed; cancellation charges if work completed.

EcoTech may cancel for unsafe conditions, abuse, non-payment, unavailable parts, pre-existing faults, non-approved boilers or repeated access refusal.

12. Emergency Response

Emergency attendance subject to availability unless you have an Emergency Response Add-On. EcoTech will make the property safe and carry out immediate repairs where possible.

13. Warranty and Guarantees

Workmanship guaranteed for 12 months. Manufacturer warranties apply to supplied parts. Damage caused by misuse, neglect or other trades is excluded.

14. Complaints

Email: support@ecotechsmartplumbing.co.uk Phone: (Insert number)

If unresolved, you may refer your complaint to an independent dispute resolution service within six months of our final response.

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15. Agreement

By purchasing a plan or using EcoTech services, you agree to these Terms & Conditions.