



## **Heritage Heating and Plumbing Ltd Boiler Service Plan Terms and Conditions.**

We understand that terms and conditions are often extremely difficult to understand due to how they are written. We have tried to keep our Boiler Service Plan terms and conditions extremely clear, so you know exactly what is and isn't covered.

### **1. Scope of Contract**

1.1 Heritage Heating and Plumbing Ltd will provide the level of cover described within the 'Plan Summary' below subject to an initial chargeable service and inspection.

1.2 There is an initial 45-day period when you cannot make a claim. This is to prevent claims on pre-existing problems and to keep premiums competitive for all our customers.

1.3 When referring to 'We' this refers to Heritage Heating and Plumbing Ltd

1.4 This contract is strictly a maintenance contract and is not an insurance policy. Heritage Heating and Plumbing Ltd is therefore not regulated by the FCA.

1.5 This plan is intended for domestic boilers only and will only carry out works at residential properties.

### **2. Our Plans**

2.1 Basic Boiler Protection Plan

Here is what is included in our Basic Boiler Protection Plan:

#### **1. Annual Boiler Service Included**

2. Annual Carbon Monoxide Test
3. Unvented Cylinder Service (+Monthly £5.99 bolt-on)

#### **2.2 Essential Boiler Protection Plan**

Here is what is included in our Essential Boiler Protection Plan:

4. Annual Boiler Service Included
5. Annual System Water Test
6. Magnetic filter if fitted clean and check.
7. Annual Carbon Monoxide Test
8. Priority Call Outs
9. Loyalty Discount of 5% on our other services
10. Unvented Cylinder Service (+Monthly £5.99 bolt-on)

## 2.3 **Premium Boiler Protection Plan**

Here is what is included in our Premium Boiler Protection Plan:

11. Annual Boiler Service Included
12. Annual System Water Test
13. Annual Carbon Monoxide Test
14. Priority Call Outs
15. Three 24 Hour Emergency Call Outs per calendar year
16. Breakdown Labour Discount of 5%
17. Out of hours boiler services up to 20H00
18. Loyalty Discount of 10% on our other services
19. Unvented Cylinder Service (+Monthly £5.99 bolt-on)

## 3. **Components of the System**

3.1. Your heating system is made up of several different components. The components of the heating system covered within each plan are as follows:

### 3.2 Basic Boiler Protection Plan

- No parts are covered.

### 3.3 Essential Boiler Protection Plan

- Boiler and all internals

### 3.4 Premium Boiler Protection Plan

- Boiler and all internals
- Circulation pump
- Thermostatic radiator valves
- Timer/thermostat
- Pressure controls
- All Heating pipework (excludes 3<sup>rd</sup> party damage)
- Hot water cylinder (including unvented) and expansion tank (if hot water cylinder bolt-on is subscribed to)
- All gas supply pipes (excludes 3<sup>rd</sup> Party damage)

Below you will find information on each of the benefits of our service plans. Please refer to 'Our Plans' above to see which items below are included in each plan.

#### **4. Annual Service**

4.1. One of our Gas Safe qualified engineers will perform the service and safety check in line with the manufacturer's instructions and Gas Safe guidelines.

4.2. Included in the service plan service/safety check, we will perform the following as a minimum:

- Visual checks of boiler case and external pipe work including Flue.
- Visually check flue externally for seal to the building.
- Annual heating system water test to check inhibitor levels.
- Dosing of the Heating system water with inhibitor. (Dependent on service plan purchased)
- Cover removal and visual inspection for internal leaks or damage.
- Removal of condensate trap and clean.
- Clean magnetic filter where fitted. (Dependent on service plan purchased)
- Fan Vacuum pressure checks. (Worcester Boilers)
- Gas valve inlet pressure checks (static and dynamic)
- Flue Gas analysis of the boiler's emissions with a fully calibrated analyzer.
- Test of safety devices and all safety checks completed in line with Manufacturer's instructions and Gas Safe guidelines.

4.3. We will also visually inspect the radiators, hot water cylinder and other components for leaks or defects.

4.4. A gas tightness test will be performed in certain circumstances to ensure the property is free from gas leaks.

4.5. The annual service will be arranged at a time and date convenient to you and in the month of your contract renewal. Unless otherwise arranged with the contract holder beforehand.

4.6 The annual service will be carried out Monday to Friday between 9 am and 5 pm unless otherwise agreed by Heritage Heating and Plumbing Ltd

#### **5. Annual System Water Test**

5.1 We will complete a test to check the quality of system water and determine the appropriate treatment to ensure the system works at optimum efficiency, and the boiler is fully protected.

5.2 Results of the test may require additional work to be carried out on the boiler that may or may not be included depending on the plan that you are on.

#### **6. Annual Carbon Monoxide Test**

6.1 We will complete a test to check all carbon monoxide detectors in the property are working correctly and in date once per year.

## **7. Priority Callouts**

7.1 We will endeavor to attend all breakdowns within the timeframes below based on your plan:

Essential Boiler Protection Plan: Breakdowns reported during working hours within 24 hours.

Premium Boiler Protection Plan: Breakdowns reported during working hours (09H00 – 17H00) within 8 hours.

7.2 In the event of a breakdown being reported on Saturdays, Sundays, Bank Holidays or after working hours, we endeavor to attend the property within the timeframes below based on your plan:

Essential Boiler Protection Plan: Within 24 hours

Premium Boiler Protection Plan: Within 8 hours

7.3 The timeframes outlined above are subject to workload and availability.

## **8. 24 Hour Emergency Callouts**

8.1 We endeavor to attend to your property within 4 hours irrespective of the time of day.

8.2 The timeframes outlined above are subject to workload and availability.

## **9. Breakdown Labour Discount**

9.1 Customers have the right to discounted breakdown labour based on their plan as outlined below:

Premium Boiler Protection Plan: 3 Callouts per year

9.2. Where callouts are unlimited this is subject to fair use and adequate severity.

9.3. Parts will not be covered and will be chargeable in full.

## **10. Out of Hours Boiler Service**

10.1 Customers have access to booking boiler services outside standard trading hours giving access to evenings up until 8 pm (Plan Dependent)

10.2 The timeframes outlined above are subject to workload and availability.

## **11. Loyalty Discount on Other Services**

11.1. As a Boiler Service Plan customer, you receive the following discounts on the labour of our other services:

Basic Boiler Protection Plan: not applicable

Essential Boiler Protection Plan: 5% Discount on all labour

Premium Boiler Protection Plan: 10% Discount on all labour

## **12. Exceptions**

12.1 Any breakdown that is caused by sludge, scale or system deposits will not be covered - this will be confirmed by an independent water quality test if required (chargeable to customer if it fails)

12.2 Any breakdown that is a result of a problem with the water mains, electrical grid or gas main/meter. Including having no credit on a gas meter.

12.3 Pre-existing faults and defects in the design or installation of the system.

12.4 Any breakdowns caused by blocked drains backing up into the boiler.

12.5 Replacement of cosmetic parts such as boiler casings and covers.

12.6 Faults caused due to the fabric of the building, for example, pipes in walls bursting due to subsidence.

12.7 Any defects caused due to malicious actions, misuse or third-party interference.

12.8 Any defect caused by fire, flood, lightning, explosion, storm, frost, terrorism or the impact of any other extraneous cause.

12.9 We will not be held responsible for delays in the provision of parts from suppliers or delivery firms.

## **13. Missing / Cancellations of Appointments**

13.1 Customers that have arranged a breakdown callout or annual service are given an 4-hour slot, if the engineer attends and the customer is not available a rebooking amount of £35 is charged to re-attend.

13.2 Customers must give 24 hours' notice to change an appointment date/time otherwise a rebooking fee will be charged.

## **14. Use of Subcontractors**

14.1 We reserve the right to use subcontractors to carry out any breakdowns or annual services. All subcontractors will be Gas Safe registered and vetted by us for suitability.

## **15. Period, Renewal and Payment Contract**

15.1 This contract is valid for a period of 1 year (12 months) from the date the first direct debit is collected.

15.2 The contract will be automatically renewed into a monthly rolling contract unless instructed by the customer to cancel. The customer must give notice no later than 14 days before the renewal date.

15.3 We reserve the right to cancel the renewal of any contract without giving a reason.

15.4 In the event of non-payment of the Direct Debit cover will be suspended until the account is brought up to date and no works will be carried out.

15.5 The contract is cancelled if the customer misses 3 consecutive payments without contacting after the initial 12-month period.

15.6 We reserve the right to cancel any policy at any time if a customer is found to have broken any terms under these conditions.

15.7 In the event that the contract is cancelled before the completion of the 12-month period, the full contract amount remains payable.

## **16. Certificates**

16.1 All certificates will be held electronically by Heritage Heating and Plumbing Ltd

16.2 Customers can request copies of any certificate at any time via email without charge.

16.3 Customers can request a hard copy of any certificate subject to a printing and postage charge of £5.

## **17. Cooling Off Period**

17.1. Customers are entitled to a full refund within 14 days of signing the contract. Any breakdowns within this cooling-off period will be charged at the full amount.