

# Boiler & Heating Care Plans

## Policy Terms & Conditions

Last updated on Friday 19th March 2018.

### 1. SCOPE OF SERVICE CONTRACT

Custom Heat will provide the level of cover as set out below in respect of the private domestic central heating system.

#### IMPORTANT POINTS

- 1.1. The cover is not an emergency cover
- 1.2. We do not offer cover for evenings, weekends or bank holidays
- 1.3. Limited cover between Christmas and New Year.
- 1.4. For same day call outs the appointment must be booked before 10am on the day.
- 1.5. To activate the care plan one of our engineers would need to service the boiler and inspect the system.

### 2. DEFINITIONS & SCOPE OF COVER

#### 2.1. FULL SYSTEM CARE PLAN COVER

The central heating boiler including all components within the boiler casing including the appliance isolating valves together with the internal or external circulating pump, thermostatic radiator valves, motorised valves, radiators and central heating pipework, timers/programmers and room/cylinder thermostats. excluding hot water cylinders and flue systems.

#### 2.2. BOILER ONLY CARE PLAN COVER

All components within the boiler casing excluding the flue system and external controls.

#### 2.3. SYSTEM ONLY CARE PLAN COVER

All components external to the central heating boiler, including external circulating pump, thermostatic radiator valves and central heating pipework, timers/programmers and room/cylinder thermostats, motorised valves, radiators, excluding hot water cylinders and flue systems.

#### 2.4. BOILER SERVICE CARE PLAN COVER

This cover includes a service or safety check on the boiler and does not include the cost of parts and labour.

### 3. LEVEL OF COVER

#### 3.1. PRIORITY ATTENTION

Custom Heat will endeavour, subject to workload and labour availability, to call

within 24hrs (Mon-Fri, exc bank holidays,etc) in response to any breakdown or failure of the central heating system.

**3.2. SAFETY CHECK**

At the same time as the annual service visit a Service Engineer will check the safe operation of the appliances specified.

**3.3. ANNUAL VISIT**

A Service Engineer will inspect the appliances specified once a year and clean and adjust them as necessary.

**3.4. BREAKDOWN FREE LABOUR AND PARTS**

No charge will be made in respect of labour or parts and materials used in repairing any reported fault, unless not included under the care plan. .

**3.5. GUARANTEED SAME DAY CALL OUT**

The office must have received your visit request before 10am on the day to qualify for the guaranteed same day call out .

**4. PERIOD OF SERVICE CONTRACT**

4.1. The Service Contract is valid for one year from the date of the service.

4.2. If paying monthly a minimum of 12 monthly payments are required

4.3. If the monthly direct debit is cancelled during the contract period, the outstand will be invoiced for full payment.

**5. PAYMENT & RENEWAL**

5.1. Payment for the Service Contract is made by a recurring annual payment or monthly payments. All payments are collected via Direct Debit with GoCardless.

5.2. The renewal date of the Service Contract will be the yearly anniversary of the date the Service Contract was first taken out. Notification of the renewal will be sent in advance.

5.3. Custom Heat, at its discretion, may refuse to offer renewal of any Service Contract.

**6. CHANGE OF OWNERSHIP**

6.1. If the ownership of the premises in which the appliance(s) covered by this Service Contract changes the new owner shall have the benefit of the Service Contract for the remainder of the period for which the payment has been paid.

6.2. No refund will be made for the unexpired part of any Service Contract.

**7. PROVISION OF SPARE PARTS**

7.1. Custom Heat may supply and fit adequate replacement parts or components which are not the same as the parts being replaced.

7.2. Custom Heat shall not be held responsible for any delay in the provision of spare parts by suppliers.

## **8. REPLACEMENT OF CENTRAL HEATING APPLIANCE OR OTHER APPLIANCES**

This Service Contract does not include the replacement of the central heating appliance or other appliance(s) in the event of spare parts or components not being reasonably available. Or the unreliability of the appliance.

## **9. CONDITION OF THE CENTRAL HEATING SYSTEM OR OTHER GAS APPLIANCES**

9.1. Acceptance of a central heating system or any other appliance(s) or system components onto a Service Contract does not imply that it is installed satisfactorily or to the prevailing standards of Custom Heat. Custom Heat will not accept responsibility for any inadequacy attributable to the original design and makes no warranty as to fitness for purpose or condition.

9.2. At the time of the first service visit, Custom Heat reserves the right to cancel the Contract and refund any monies paid for reasons of safety, accessibility for servicing or non-availability of spare parts.

## **10. USE OF SUB-CONTRACTORS**

Custom Heat Ltd reserves the right to use sub-contractors to carry out all or any part of the services provided under this Service Contract.

## **11. LIMITATION OF OBLIGATIONS**

Custom Heat Ltd shall not be liable if it is unable to carry out its obligations under the Service Contract due to industrial disputes or force majeure. Custom Heat Ltd shall not be liable for the cost of temporary secondary heating. Or any expenses or temporary accommodation costs.

## **12. EXCLUSIONS (PLAN DEPENDANT)**

The following are excluded from this Service Contract:

- 12.1. Adjustment to time and temperature controls.
- 12.2. Call outs during the evening, weekends and bank holidays
- 12.3. The whole flue system
- 12.4. Oil tanks, oil lines and components on the oil line
- 12.5. Electrical elements in radiators.
- 12.6. The gas supply pipe and the size of the pipe.
- 12.7. A replacement boiler if the existing boiler is beyond economical repair
- 12.8. Replacing or topping up your system inhibitor unless we've removed it

- 12.9. Plumbing work to hot, cold or waste water pipes.
- 12.10. Plumbing items such as showers and taps
- 12.11. Resetting your controls or replacing the batteries
- 12.12. Any parts that are designed specifically for underfloor heating
- 12.13. Supply of curved or designer radiators
- 12.14. Costs arising from the failure of the appliance or a component under the cover, including damage caused by water leaks.
- 12.15. The replacement of decorative parts.
- 12.16. Any defect or adequacy attributable to the original design of the gas central heating system/appliances.
- 12.17. The fabric of the building or pipework and flue pipework buried in it.
- 12.18. Any defect caused through malicious or wilful action, negligence or third-party interference.
- 12.19. Any defect or damage occasioned by fire, lightning, explosion, flood, storm, tempest, frost, impact, ingress or other extraneous cause.
- 12.20. Consequential damage or loss arising as a result of a defect occurring in the central heating appliance, system or the appliances unless such a defect damage or loss is attributable to the negligence of Custom Heat.
- 12.21. Any defect or damage occurring from a failure of the gas, oil, electricity or water supply.
- 12.22. Descaling and any work arising from hard water scale deposits or from damage caused by aggressive water or an ingress of silt/debris from the water supply main e.g. boiler noises, debris, blockage.
- 12.23. Damage caused by internal corrosion.
- 12.24. The routine refill / top-up of sealed systems.
- 12.25. Damage to components caused by central heating system debris or by poor quality heating water or lack of system inhibitors. Additional system inhibitor chemicals are at extra cost.

**Exclusions for this policy**

I hereby accept the terms and conditions outlined in this policy.

**Name (Please Print)**

**Signature**

**Date**

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