

Covers the whole central heating system and provides the following levels of service:

- a) An annual service visit incorporating full safety examination.
- b) A priority breakdown service.
- c) Free parts in event of breakdown.

Covers the Boiler and Controls only and provides the same level of service for those items as outlined in a), b), and c) above.

Covers the Boiler only and provides the following level of service:

- a) An annual service visit incorporating full safety examination
- b) A priority breakdown service
- c) 2 free labour call outs per annum

EXCESS CHARGES FOR ALL LEVELS OF COVER:

NORMAL WORKING HOURS: £40.00 plus VAT per call out
OUT OF HOURS £60.00 plus VAT per call out

1 MEMBERSHIP DEFINITIONS IN GOOD WORKING ORDER

Boiler HealthCare Limited will provide the level of cover and service as set out on the previous page in respect of the private domestic gas central heating system of central heating appliance of any other specified domestic gas appliance. (Subject to condition of system(s) and/or appliance(s). see 6)

a) THE WHOLE CENTRAL HEATING SYSTEM

The central heating boiler or warm unit and the gas supply from the appliance isolating valve, the pump, thermostatic radiator valves, cylinder thermostat, temperature, time and pressure controls, radiator and pipework, vented cylinder, expansion and feed tank, flueing, or in the case of a warm air system, ductwork and heat emitters with any integral circulator providing hot water.

b) BOILER AND CONTROLS

The central heating boiler or warm air unit and the pump, time, and temperature controls. In the case of warm air systems, any integral circulator providing domestic hot water is included. The hot water pressure and temperature controls are excluded in the case of an unvented hot water storage system.

c) ANNUAL SERVICE VISIT AND SAFETY EXAMINATION

An engineer will, once per year, inspect the central heating system or any other specified appliances, will clean, and adjust as necessary, with any fault found being remedied. At the same time as this annual service, the engineer will check the safe operation of the appliance(s) being serviced.

d) PRIORITY BREAKDOWN SERVICE

Boiler HealthCare Limited will make every effort, subject to workload and qualified labour availability, to attend within 24 hours in the case of any breakdown or failure of the central heating system or other essential gas appliance.

e) FREE PARTS IN CASE OF BREAKDOWN

In the case of Platinum and Gold service contracts, no charge will be made for parts and materials used in repairing reported faults, unless it is included part of our exclusions – Please see Clause 9

2 PERIOD OF MEMBERSHIP

The membership is valid for a period of one year from the date on which the application was signed and for each year that it is renewed thereafter.

3 PAYMENT AND RENEWAL

- a) Membership fees can be paid
 - i) Monthly by Direct Debit/Standing Order
 - ii) Annually in advance by bank transfer, cheque, credit/debit card
- a) The renewal date will be the yearly anniversary of the date the membership was first signed. Details of the renewal charges will be sent in advance of the renewal date.
- b) The membership remains valid as long as payment is continued and remains subject to termination by appropriate notice from the customer of Boiler HealthCare Limited.
- c) Boiler HealthCare Limited retains the right, at its discretion, to refuse to offer renewal of the membership or to offer a reduced level of cover.

4 CHANGE OF OWNERSHIP

- a) If the ownership of a premises in which the central heating system or appliance(s) covered by the membership changes, the new owner will have the benefit of that membership for the remainder of the period for which annual payment has been made.
- b) No refund will be made for the unexpired period of any membership.

5 SUPPLY OF SPARE PARTS

- a) Boiler HealthCare Limited may supply and fit suitable replacement parts or components which are not identical to the parts or components being replaced.
- b) Customers shall not hold Boiler HealthCare Limited responsible for any delay in the provision of spare parts.

6 CONDITION OF CENTRAL HEATING SYSTEM AND/OR APPLIANCES COVERED BY MEMBERSHIP

- a) Acceptance of a central heating system or appliance or system components into a membership does not imply that it is installed satisfactorily or to the prevailing standards of the British Gas Industry. Boiler HealthCare Limited will not accept responsibility for any inadequacy due to the original design and will not make any guarantee as to its fitness for purpose or condition.
- b) On the first service visit, Boiler HealthCare Limited reserves the right to cancel the membership and refund any monies paid for reasons of safety, accessibility, or non-availability of spare parts.
- c) Any faults, which occur before the first service are not covered by the contract and will incur a charge. Cover only starts once first service has been completed and is satisfactory.

7 USE OF SUB-CONTRACTORS

Boiler HealthCare Limited reserves the right to use sub-contractors to carry out all parts of its obligations under the membership.

8 LIMIT OF OBLIGATIONS

Boiler HealthCare Limited shall not be liable if it is unable to carry out its obligations under the membership due to industrial dispute or for any other reason beyond its direct control.

Boiler Healthcare has the right to cancel or degrade the contract if during the year a third party has or visited, installed or altered any part of the boiler or heating system

9 EXCLUSIONS

The following are excluded from the membership.

- a) Any domestic water supply from the hot water cylinder or gas appliance to and including taps.
- b) The cold water supply tank, its feed and outlets.
- c) Descaling and any work arising from hard water scale deposits or from damage caused by aggressive water/sludge build up
- d) Adjustments to time and temperature controls. Replacement batteries.
- e) Replacement of decorative parts.
- f) Any defect or inadequacy due to the original design of the central heating system or appliance(s).
- g) Any defect caused by malicious or wilful damage, misuse, negligence or third party interference.
- h) Any defect or damage caused by fire, lightning, explosion, flood, storm, tempest, impact, or any other extraneous cause.
- i) Any defect or damage caused as a result of the failure of the public electricity, gas or water supply.
- j) Consequential loss or damage as a result of a defect in the central heating appliance, system gas appliance unless such a defect, loss or damage can be attributed to the negligence of Boiler HealthCare Limited.
- k) Upgrade replacement parts due to original part being obsolete
- l) The fabric of the building, buried pipe-work or flue pipe-work buried in it.
- m) Underfloor heating
- n) Smart Controls
- o) Unvented cylinders & Immersions
- p) Issuing of Landlord Gas Safety Records (LGSR's)