

Boiler Maintenance Plan Terms & Conditions

This plan provides you with services to help keep your boiler maintained and in good working order. It applies only to the address specified within the agreement and it only applies to properties in a domestic environment. It is designed to help ensure your heating equipment continues to work correctly and to minimise the chances of mechanical and electrical breakdown. These terms and conditions set out your and our responsibilities in respect of these services.

What is included?

- Initial boiler health check and service for a discounted rate of 10%
- Annual service and annual health check, within 12 months of the initial boiler service and health check
- Control set up to ensure maximum efficiency
- Inhibitor check to ensure correct level of corrosion inhibitor present
- Water quality check to ensure it is free from sludge
- 10% discount on parts and labour for:
 - Boiler repairs
 - Leaking heating pipes, radiators and radiator valves
- Priority service on repairs, emergencies and appointments

What heating equipment is eligible for this plan?

Your heating equipment must be:

- owned by you and used for personal and non-business purposes only;
- Domestic gas boiler only
- in good working order and under 15 years old when you take out the plan;
- located in the United Kingdom.

Your heating equipment cannot be:

- a warm air unit; electric or oil boiler or combined heat power unit;
- a commercial or industrial grade boiler/controls
- located on a boat or in a mobile home
- LPG or Gas appliances over 70kw

Annual service

Your first annual service will be charged at a discounted rate of 10%. Each year a gas safe registered Engineer will contact you to arrange a visit your home, normally between Monday-Friday 08:00-17:00, and perform an annual service on your heating equipment (your boiler, controls and if included the system); to ensure that it is working efficiently. In the event you do not hear anything within this time period, you can also arrange it by calling us on 01772 439235. Subsequent annual services will be carried out on or around the anniversary of the preceding annual service, subject to the availability of service technicians and your appointment preferences.

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The annual service will be carried out to statutory requirements in accordance with the manufacturer's recommendations. The service technician will also offer you advice on how to use your heating equipment.

Safety

If our Engineer finds that your heating equipment is unsafe (and, if relevant, it cannot be immediately repaired) they'll label it and with your permission condemn it (and disconnect/isolate it) and it must not be used again until the fault has been corrected. This is extremely important for the safety of those at the property.

Boiler Replacements

Our Engineer will advise if your boiler requires a replacement. In this case, we will work with you to find the most suitable boiler for your home. If you choose not to replace your boiler, your boiler maintenance plan will no longer be valid.

Your responsibilities

- All information you give must be true, factual and not misleading.
- Your heating equipment must have been installed and used in accordance with the manufacturer's instructions.
- If your heating equipment breaks down or malfunctions, you must take reasonable steps to limit damage, e.g. stop using it if this is likely to cause further damage.
- You must pay the fees when they fall due.
- You must arrange any work required to ensure your heating equipment is accessible, compliant with all relevant safety standards and safe to work on (as determined by our service technician). We will not do any work where these standards are not met.
- You must ensure someone is home for when you have booked the annual service or onsite visit. If our service technician is not able to carry out the annual service/onsite visit because no one is home, you may be charged a call-out fee

Exclusions

The following are excluded from the plan:

- LPG or Gas appliances over 70kw
- Damage of any kind to the heating equipment.
- The cost of any parts or materials needed in the event of a repair
- Call out charges are not included, you will be charged at the discounted rate of 10% if a engineer attends your property for anything other than the annual service.
- Repairs on plumbing for areas not directly associated with the boiler i.e kitchen, bathroom, showers, toilet etc. This type of work is also excluded from the discounted rate.
- Gas escapes or any work to gas supply pipes. This type of work is also excluded from the discounted rate.
- Sludge or blocked contaminated systems. This type of work is also excluded from the discounted rate.

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- Hot water storage tanks or feed and expansion tanks. Ball valves and gas cocks
- Building works or damage to the property in the event of a major leak or in the case where trace and access needs to be made.
- Replacement, recall or modification of the heating equipment (or any part) by a supplier or the manufacturer.
- Any problem with the supply of electricity, gas or water
- Damage to your premises or any other property or possessions, unless it is our fault.
- Any loss, damage or impairment to functionality caused by neglect.
- Any loss, damage or impairment to functionality caused by floods, fire or freezing
- The cost of replacing any consumables (such as external fuses, batteries, fuel).
- The cost of replacing any accessories (such as attachments, cables and cable joints, plugs, light covers, filters, removable parts, catalytic panels, external piping, starter connections and straps).
- Installing, modifying and upgrading software, the resolution of any software interface problems or screen repairs.
- Any work arising from hard water scale deposits (i.e. calcium).
- Sludge or blockages (including carrying out a powerflush) or clearing, replacing or repairing magnetic filtration devices.
- Any water pressure adjustments on sealed systems, the clearing of airlocks or the balancing and venting of radiators
- Work on anything not part of the heating equipment, for example inaccessible or non-visible pipework, energy management systems, unvented pressurised cylinders, convector heaters, kick space heaters, curved radiators (for bay windows etc), towel heaters/rails, underfloor heating, heat pumps, shower pumps, immersion heaters, solar panels, fuel lines to the boiler and the flue systems from the boiler, the cold water supply tank, its feed or outlet, taps, any pipework, controls or other parts associated with any of these items.
- Work on non-standard visible pipework
- Work where the removal or disturbance of hazardous material (e.g. asbestos) is required.
- The replacement of oil nozzles and igniters
- Work on internet connected heating control equipment (such as Hive or Nest)
- Any installation or associated costs where we arrange a replacement (including costs for upgrades or system modifications).
- Any part of your boiler and controls which directly supplies a swimming pool.
- Repairing or replacing the flue including the flue terminal and or lining for any open flued appliances.

Duration

The cost of the plan is based on a one month period, the start date is the date that the first payment is taken. You can cancel the plan at any time however the cost of that month's plan will not be refunded.

Payment

If you pay the monthly fees (inclusive of all applicable taxes) by Direct Debit, we will take monthly payments until the plan is cancelled. If we are unable to collect a payment from your bank we may attempt

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to request payment again unless you advise us otherwise. If you do not pay for your plan on time, it will be suspended from the payment due date. No Maintenance & Support Services will be provided past this date unless payment is received. Refunds will not be provided for payments already made, unless notification of cancellation has been made or you are within the cooling off period.

Cancellation and ending of the plan

You will receive a full refund if you cancel the plan within the fourteen (14) day period from the plan start date (the cooling off period). If you cancel your plan after the cooling off period, then the monthly payment will not be refunded to you but your plan will be cancelled and no further payments will be taken.

Our right to cancel

We may cancel this plan where there is a valid reason for doing so by giving you at least 7 days' written notice. Valid reasons include but are not limited to the following:

- where you fail to comply with certain conditions (see 'Your responsibilities' above);
 - where you fail to pay for the plan, if applicable (see 'Payment' above);
 - where you have used threatening or abusive behaviour or language towards our staff or suppliers.
- If we cancel your plan using this provision, the above cancellation conditions will apply.

Changes to the terms and conditions

We may modify or replace these terms and conditions in order to:

- comply with the law, regulations, industry guidance or codes of practice;
- rectify errors or ambiguities; and
- reflect changes in the scope or nature of the maintenance provided to you.



Direct Debit Guarantee

- The Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit the organisation will notify you (normally 10 working days) in advance of your account being debited or as otherwise agreed. If you request the organisation to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit, by the organisation or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
 - If you receive a refund you are not entitled to, you must pay it back when the organisation asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify the organisation.