

Plan Summary

Gas Boiler Service

This plan provides gas boiler service for homeowners.

A summary of what is and is not included under the plan is set out below. **For a full description of what is and what is not included, please see the plan terms and conditions.**

Examples of what is included	Examples of what is not included
<p>A full gas boiler service which will include the following:</p> <ul style="list-style-type: none">✓ A full inspection of the entire chimney structure and, where necessary, cleaning of the burner, combustion chamber, any injectors and heat exchanger inspection of ignition devices i.e. pilot lights and/or spark and flame sensing electrodes✓ Checking the integrity of all seals and gaskets✓ Ensure that any condensate traps and drains are free from debris✓ Testing the appliance in accordance with manufacturer's instruction to ensure:<ul style="list-style-type: none">- The heat input and/or operating pressure are correct- The effectiveness of the flue- That all ventilation requirements are to current standards- The correct operation of all safety devices and that the boiler is safe for continuous use✓ A final combustion analysis and measurement against tolerances set by the manufacturer's instructions✓ A test of all disturbed gas connections Carry out functional testing of heating and hot water✓ A visual inspection of any other encountered gas appliances Written notification of any gas safety defect which may affect the safe operation of your appliances✓ An assessment of your current heating controls and best practice advice regarding energy efficiency	<p>The main exclusions is:</p> <ul style="list-style-type: none">× Plumbing and heating breakdowns or problems <p>Other exclusions include:</p> <ul style="list-style-type: none">× Any maintenance or remedial work× A test of the gas installation pipework, unless there is a known or suspected escape of gas× The cost of remedial work, repair or parts needed for any fault which is found before or during the gas boiler service
<p>Boiler Service</p> <p>We will contact you to arrange for an engineer to service the gas fired boiler to statutory requirements, manufacturer's recommendations and relevant codes of practice. Boiler services are normally undertaken Monday to Friday, 9am to 5pm, between April and September.</p> <p>If there is a gas leak, you should first call the National Gas Emergency Service immediately on 0800 111 999</p>	

Who is eligible for this plan?

This plan is for homeowners only. Retail, commercial and other premises used for business are not eligible for this plan, and council and housing association tenants will not need this service. The property must be your permanent home and owned and solely occupied by you and your family as a private residence with no business use. Mobile homes, bedsits, sub-divided homes and let and sub-let properties are not covered.

How can this plan be cancelled?

You can cancel the plan by contacting HomeServe in writing, by telephone or by using the cancellation form online at <http://www.homeserve.com/cancellationletter>. The cancellation period is 28 days after your plan start date. If you cancel within this period you will receive a full refund unless you choose to have your Service completed during this period, in which case you will lose your right to cancel and will not receive a refund. If you cancel after this period and you have not received your Service, you will receive a refund of any payments made minus any applicable administration fee. If you cancel after this period and you have received your Service, you will not be entitled to a refund. For further information, please see the Terms and Conditions.

What happens at the end of this plan period?

Your plan is for 12 months. You will receive your new plan documentation in advance of renewal to give you time to consider whether the plan is still right for you. If you pay by Direct Debit or credit/debit card, excluding Maestro payments, your plan will automatically renew on the terms in your new plan documents unless you tell HomeServe you do not wish to renew. If you choose any other method of payment you will be sent an invitation to renew prior to your renewal date which will explain how you can renew.

Please read the plan terms and conditions for further information.