

# Plan Summary

## Boiler Service

This plan provides 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"> <li>✓ A full inspection of the entire chimney structure Inspection 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</li> <li>✓ Checking the integrity of all seals and gaskets</li> <li>✓ Ensure that any condensate traps and drains are free from debris</li> <li>✓ Testing the appliance in accordance with manufacturer's instruction to ensure:               <ul style="list-style-type: none"> <li>- The heat input and/or operating pressure are correct</li> <li>- The effectiveness of the flue</li> <li>- That all ventilation requirements are to current standards</li> <li>- The correct operation of all safety devices and that the boiler is safe for continuous use</li> </ul> </li> <li>✓ A final combustion analysis and measurement against tolerances set by the manufacturer's instructions</li> <li>✓ A test of all disturbed gas connections Carry out functional testing of heating and hot water</li> <li>✓ 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</li> <li>✓ An assessment of your current heating controls and best practice advice regarding energy efficiency</li> </ul>	<p><b>The main exclusions is:</b></p> <ul style="list-style-type: none"> <li>× Plumbing and heating breakdowns or problems</li> </ul> <p><b>Other exclusions include:</b></p> <ul style="list-style-type: none"> <li>× Any maintenance or remedial work</li> <li>× A test of the gas installation pipework, unless there is a known or suspected escape of gas</li> <li>× The cost of remedial work, repair or parts needed for any fault which is found before or during the boiler service</li> </ul>
<p><b>Boiler Service</b></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><b>If there is a gas leak, you should first call the National Gas Emergency Service immediately on 0800 111 999</b></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 I cancel this plan?

You can cancel the plan by contacting HomeServe in writing or by telephone. You may cancel your plan at any time. You will receive a full refund if you cancel within the cancellation period as long as no work has been performed under the plan. If you have had work completed under this plan or if we have made three attempts to contact you to make an appointment there will be no refund. Please see the Terms and Conditions

### What happens at the end of this plan period?

Your plan is for 12 months from the date your application is processed. We will write to you before the plan ends to notify you about the renewal of your plan, including whether you have chosen to automatically renew your plan or not. You can change if your plan automatically renews or not at any time during the plan term by calling the Customer Services number, writing to the Freepost address, through your online account or by visiting [www.homeserve.com/autorenewal](http://www.homeserve.com/autorenewal)

**Please read the plan terms and conditions for further information.**