

Questions and Answers

Annual Gas Boiler Service Plan

This plan provides assistance for homeowners who require an annual boiler service

A summary of the main benefits under the plan is set out below. For a full description of the service provided, please see the plan terms and conditions.

What is included	What is not included
<p>A full gas boiler service carried out annually, which will include the following:</p> <ul style="list-style-type: none"> ✓ Visual check on flue ways and terminal ✓ Clean the burner and pilot light ✓ Clean and lubricate fan where applicable ✓ Clean and adjust the ignition components ✓ Clean and visually check heat exchanger ✓ Check all disturbed gas connections ✓ Check all safety devices ✓ Verify gas pressure and heat input ✓ Check operating pressure and reset if required ✓ Check seals (gas and water) ✓ Test open flued boilers for spillage ✓ Full operational check and advice provided on using your heating more efficiently 	<ul style="list-style-type: none"> × Any breakdown assistance other than in the event that you have a breakdown within 24 hours of the service × The cost of any remedial work, repair or parts needed for any fault, which is found before or during the annual gas boiler service × Checks or maintenance required on any gas appliance other than the boiler × Any maintenance or remedial work is your responsibility and does not form part of this agreement. Such work will need to be completed at your cost.
<p>Annual Boiler Service 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>	

Who is eligible to apply?

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.

Who provides Annual Gas Boiler Service Plan?

The plan is arranged and administered for you by HomeServe Membership Limited, Cable Drive, Walsall, WS2 7BN. Registered in England, No. 2770612

What happens next year?

If you choose to pay by Direct Debit or credit/debit card, excluding Maestro payments, you will receive your new plan documentation in advance of renewal to give you time to reconsider whether the service is still right for you. If you are happy for your plan to continue it will automatically renew. If you have any queries or do not wish to continue with the plan, simply contact HomeServe. If you choose any other method of payment, you will be sent an invitation to renew prior to your renewal date. Prices may increase in subsequent years

How can this policy be cancelled?

If the Annual Gas Boiler Service Plan does not meet your requirements, or you wish to cancel for any other reason, you may cancel your plan within the cancellation period by writing to us at the address shown on your plan schedule or contacting us on the customer services number shown on your plan schedule. We will refund any amount of the service fee you have paid as long as no work has been performed under this agreement. The cancellation period for your plan is shown on your plan schedule. After the cancellation period you may cancel your plan by writing to us at the address shown on your plan schedule or contacting us on the customer services number, but the amount you will be refunded depends on the following. You will not receive a refund of payments of the service fee that you have already made if you cancel after your annual gas boiler service has been completed. For the avoidance of doubt, if you pay quarterly you are still liable for the remaining payments of the service fee. If you cancel outside of your cancellation period and the annual gas boiler service has not been completed, you will not be liable to pay the service fee but you will be charged an administration fee of £15. If the amount of the service fee you have already paid is more than the administration fee, HomeServe will refund you the amount of the service fee paid less the administration fee.

Please see the plan terms and conditions for further details of the cancellation terms including whether any service fee will be due to us or from you.

Please read the Terms and Conditions for further information.

To ask any questions please call **HomeServe FREE on 0800 24 7 999**. Please quote your plan number, which can be found on your plan schedule.