

Plan Summary

Annual Gas Boiler Service Plan

This plan provides annual boiler service for homeowners.

A summary of the main benefits and exclusions 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.**

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	<p>The main exclusion 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. This is your responsibility and does not form part of this agreement. Such work will need to be carried out at your cost× Any breakdown assistance other than in the event of a breakdown within 24 hours of the Service× Checks or maintenance required on any gas appliance other than the Boiler
<p>Annual 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>	

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.