

Gas Boiler Service Plan

Terms and Conditions



These terms and conditions and the plan schedule form a 12 month contract between you and HomeServe. Please read this document carefully along with any enclosed documents so you can make sure you know what services are provided under this plan. If you have any queries, please call HomeServe on the customer services number, as shown on your plan schedule. Certain words within this policy have a particular meaning. Each time we use these words they will have the same meaning wherever they are used in your plan. Please see the General Definitions section for further details.

Important information concerning your plan has been highlighted using warning triangles.

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A. KEY QUESTIONS

How long is my plan for?

Your plan will continue for the period specified on your plan schedule. You have certain rights to cancel your plan, and these are set out below. Our cancellation rights are also set out below and in the General Conditions section.

How can my plan be cancelled?

If you wish to cancel your plan; you (as the named plan holder) or an authorised representative, must contact us by calling the customer service number or writing to us at our freepost address. The cancellation period for your plan is shown on your plan schedule and includes the statutory 14 day cancellation period which commences on the start date of your plan.

You may cancel your plan at anytime. Depending whether you have received the service(s) provided under this plan, any refund of the service fee paid to you or owed by you may be calculated as follows:

- We will refund any amount of the service fee you have paid as long as no work has been performed under this agreement.
- If work has been performed under this agreement, you will waive any statutory right to cancel the plan and you will not receive a refund and must pay any remaining outstanding balance due under the agreement.
- If we have been unable to contact you to arrange an appointment. We will make three attempts to contact you to make an appointment after which you there will be no refund. However you can still contact us to arrange for the appointment within the remaining period of your plan.

How can HomeServe cancel my plan?

HomeServe reserves the right to cancel your Gas Boiler Service Plan prior to the service being carried out, by giving you at least 7 days' notice at your last known address. In these circumstances HomeServe will refund the amount of the service fee paid in full.

What if I miss a payment?

If you fail to make a payment of the service fee on the due date, your plan may be suspended and you will not be entitled to any services offered under this plan until you have made the payment due. HomeServe will notify you in writing within 5 working days of the date on which this payment was due. If you do not pay the requested amount within 30 days of the due date, your plan will be cancelled. You will remain liable for any due and outstanding payment for the period up to the date of cancellation.

What if I move home?

You are responsible for informing HomeServe of a change of your address so that your plan can be transferred to your new property. Please phone us on the customer services number or write to HomeServe at the Freepost address, to advise us of your new address. We will check with you whether your boiler in your new property is acceptable before it is transferred, based on whether the boiler at your new property (see the definition of boiler) and the property is eligible (see the property eligibility section below). If it is not acceptable you may cancel your plan as set out under the heading 'How can my plan be cancelled?' in this section.

What happens next year?

HomeServe will contact you in writing before your plan expires to offer you the opportunity to arrange a plan for the following year. At the same time we will review your service fee and advise you of the amount for the following year. We reserve the right to adjust your service fee to reflect any changes in the rate of tax applicable to it. HomeServe reserves the right to refuse to offer you any individual plan in the following year and we will inform you before your plan expires if we choose to do so.

How can I complain?

Only the named plan holder(s) or a representative authorised by the named plan holder should call or write to make a formal complaint. If you have a complaint, please phone or write to HomeServe in the first instance using the customer services number or Freepost address. Every effort will be made to resolve your complaint to your satisfaction.

B. PLAN COVERAGE

GAS BOILER SERVICE PLAN

⚠ Please note, any gas leaks MUST in the first instance be reported to the National Gas Emergency Service on 0800 111 999.

The Gas Boiler Service will be completed in accordance with the current Gas Safety (Installation & Use) Regulations and the manufacturer's instructions for your boiler. Please make sure that you have the manufacturer's instructions available for the engineer when he/she attends.

What is included?

- ✓ A full inspection of the entire chimney structure (more commonly known as the flue).
- ✓ 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
- ✓ Checking the integrity of all seals and gaskets
- ✓ Ensure that any condensate traps and drains are free from debris (this does not include sludge/scale/rust within the system)
- ✓ Testing the appliance in accordance with the manufacturer's instruction to ensure:
 - 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 defects which may affect the safe operation of your appliances
- ✓ An assessment of your current heating controls and best practice advice regarding energy efficiency
- ✓ The servicing of a system filter (if there is already one in place). We will however not repair or replace a system filter.

⚠ What isn't Included?

- a) Any maintenance or remedial work that is not part of the boiler service;
- b) A test of the gas installation pipe work, unless there is a known or suspected escape of gas.

If during your Gas Boiler Service we identify a fault, or if maintenance work is identified, we will advise you.

Where safety defects are identified, we will follow the current Gas Industry Unsafe Situation Procedure. This may mean that the boiler cannot be used until the issues are rectified.

When will my Gas Boiler Service happen?

If you are a new Customer, your first Gas Boiler Service will usually take place within 90 days of you taking out the plan. Thereafter, we usually complete services between April and September.

When your Gas Boiler Service is due, we will make up to 3 attempts to contact you to arrange the service. If we are unable to make contact with you and therefore cannot complete your Gas Boiler Service, you will not be eligible for a refund. You can however contact us to arrange the service within the remaining period of your plan.

C. IMPORTANT INFORMATION

General Definitions

Certain words within these terms and conditions have a particular meaning, as shown below. Each time we use these words they will have the same meaning wherever they are used in your plan:

Boiler: The central heating boiler, fired by natural gas, supplied from the mains gas supply that we agree to service for you.

Cancellation period: The number of days, after your plan start date, during which you can cancel your plan. This is shown on your plan schedule.

Customer services number: The telephone number to call when you have any questions about your plan. The number is shown on your plan schedule.

Engineer(s): The person(s) employed and/or authorised by HomeServe to deal with your boiler and who is a Gas Safe registered engineer.

Freepost address: Freepost RLYC-LXAL-GEEH, Customer Admin Department, HomeServe, Cable Drive, Walsall WS2 7BN

HomeServe: HomeServe Membership Limited, Cable Drive, Walsall WS2 7BN. Registered in England No. 2770612. HomeServe is a trading name of HomeServe Membership Limited.

Plan: These terms and conditions and the most recent plan schedule.

Plan schedule: The document containing important details about your plan, which should be read in conjunction with these terms and conditions.

Plan start date: The date this plan starts on, as set out in your plan schedule.

Service Fee: The total amount you pay HomeServe for your plan, consisting of a sum for service related charges (which will include VAT), as set out in your Plan Schedule.

We/us/our: HomeServe (on behalf of the Underwriter, in the arrangement and administration of your plan), its authorised agents and engineers, unless otherwise stated.

You/your: The person(s) who has the benefit of this plan.

General Exclusions **⚠**

The following are also excluded and HomeServe will not be liable for any of the following:

- a) systems/equipment/appliances that have not been installed, serviced or maintained regularly according to British Standards and/or manufacturer's instructions; or that are subject to a manufacturer's recall;
- b) any defect, damage or breakdown caused by malicious or wilful action, negligence, misuse or third party interference, including any attempted repair or modification to the elements covered by this plan, which does not comply with British Standards;
- c) any situation where due to health and safety, a specialist person is required, e.g. where asbestos is present;

General Conditions

Creating access

If direct access is not available to the boiler, for instance if there are floor tiles or floorboards in the way, the engineer will need to create access. If you want our engineer to do this, you will be asked to confirm it in writing while the engineer is at your property. This plan does not provide you with any services for any damage which may be caused to the property, its contents, fixtures, fittings, floorings or sanitary ware (unless such damage is as a result of our engineer's negligence). If you do not want our engineer to create access, we will be unable to progress your service until you have arranged for access to be made.

Eligibility

Upon application you must confirm you are responsible for paying for repairs to the property, the type of property (e.g. house or flat) and whether it is used as your private residence or is rented to others (with you being the landlord).

These terms and conditions do not provide cover for mobile or park homes and dedicated full time business premises; such as hotels, multiple room B&Bs, factories, shops, office buildings and pubs.

These terms and conditions are applicable for properties located within the United Kingdom comprising England, Wales, Scotland and Northern Ireland (excluding Isle of Man and the Channel Islands).

The heating system at your property must have a total power input of less than 70 KW. The system must be fuelled by natural gas or LPG (and not oil, solid fuel or be an electric boiler).

The law that applies to this plan

1. This agreement is governed by the laws of England and Wales, except where the property is located in Scotland, in which case the laws of Scotland will apply. All correspondence will be in English.
2. This plan represents the entire agreement of the parties in relation to this plan.

Your contract with HomeServe

The service plan is provided for you by HomeServe. If you need to contact HomeServe regarding your plan, please phone the customer services number or write to the Freepost address.

1. HomeServe will agree service standards for the delivery of service provided by the plan.
2. HomeServe will collect the payment in accordance with your instructions.
3. HomeServe will only amend these terms and conditions for legal or regulatory reasons. Where this change benefits you, we will make the change immediately and notify you within 28 days. In all other cases we will write to advise you of the change at least 28 days prior to any change taking effect. If the changes do not benefit you and you wish to cancel your plan, you may do so and we will follow the procedure as outlined in section A, under the heading 'How can my plan be cancelled?'.

4. HomeServe will write to you, if in the future it transfers in full or in part the arranging and administration of your plan to another arranger and/or administrator, to confirm the details of the new provider and give you details of any changes to the terms and conditions of this service. You hereby authorise HomeServe to transfer data for the purposes set out above, including data defined as 'sensitive personal data' under the Data Protection Act 1998 and consent to the new arranger and/or administrator being able to offer continuation of service to you. If at any time you wish to withdraw your agreement to this, please let HomeServe know by calling the customer services number.

This information can be supplied in large print, braille or audio on request.