

# Plan Summary

# Gas Boiler Service Plan

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.**

What is included	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 things not included are:</b></p> <ul style="list-style-type: none"> <li>× <b>Plumbing and heating breakdowns or problems</b></li> </ul> <p>Other things not included are:</p> <ul style="list-style-type: none"> <li>× Any maintenance or remedial work.</li> <li>× A test of the gas installation pipe work, unless there is a known or suspected escape of gas.</li> </ul>
<p><b>Boiler Service</b> 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 and have not had your service you will receive a full refund. 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 under the agreement. 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.**