

Boiler Repair

Terms and Conditions



The repair to your boiler is provided with the following arrangement:

Your contracts

You will have a contract with Vaillant Group for carrying out the repair.

You will have a separate contract with HomeServe for arranging and administering the repair.

Boiler Repair

A contract with Vaillant Group for the repair of your boiler. Vaillant Group will carry out the repair you've discussed with us on the basis of the terms and conditions set out below.

Please note, if you have purchased the fixed price repair option, the main heat exchanger and expansion vessel are excluded from this repair. If either are found to be at fault during the repair, they will be charged for separately. If you have purchased the fixed price repair and Boiler Breakdown Cover, this exclusion does not apply.

What we will charge you

We agreed a price with you over the phone for the repair which will be provided to you in line with these repair terms and conditions. The price of the repair includes parts, labour and VAT.

What if you want to cancel or rearrange?

You can cancel or rearrange the appointment for the repair by telephoning Vaillant Group on 0207 785 1713. The repair can be cancelled up until the point where work begins on the boiler. After this point, you will be responsible for the full cost of the repair and you waive your right to cancel. If you cancel the repair before work commences, you will receive a full refund of any payments made for the repair.

If you have purchased the fixed price repair and Boiler Breakdown Cover and you cancel the repair, both the repair and the insurance cover will be cancelled and you will receive a refund of any payments made.

What do you need to do in preparation for the engineer's arrival?

Please make sure that the area that needs attending to is accessible and safe (i.e. clear of all household items) as if there is a health/safety risk the engineer will not be able to do the repair.

Who completes the boiler repair?

Vaillant Group approved engineers will carry out the repair.

What might stop the engineer from completing the boiler repair?

The engineer may have problems getting to you because of things outside our control such as sickness, traffic or weather conditions or something similar. It may therefore be necessary to reschedule the appointment with you. Vaillant Group will try to give you as much notice as possible, but it may be on the day of the appointment.

If the engineer arrives to do the repair and there's something you haven't told us that requires extra work to complete the repair, or the repair is going to take longer, it may be necessary to reschedule for another time.

If the engineer is presented with a health and safety risk when assessing your boiler, this may prevent the repair from being completed. For example, if there is asbestos in your house this can't be disturbed because it's dangerous. If the engineer identifies that your boiler is beyond economic repair, the repair will not be completed. In such cases:

- If you have purchased a boiler repair only, you will receive a refund of any payments made for the repair minus an £87 abortive call-out fee.
- If you have purchased the fixed price repair and Boiler Breakdown Cover, your Boiler Breakdown Cover will be cancelled and you will receive a full refund of any payments made.

When will the engineer arrive?

We'll give you an appointment slot over the phone when you purchase the repair.

How can I complain?

If you have a complaint about the repair, please phone or write to HomeServe in the first instance. HomeServe's Customer Services Number is 0800 247 999. The contact address is Freepost RLYC-LXAL-GEEH, Customer Relations Department, HomeServe, Cable Drive, Walsall, WS2 7BN. Every effort will be made to resolve your complaint to your satisfaction.

Service promise

Vaillant guarantee parts for 12 months, and labour for 3 months.

The law that applies to the boiler repair terms and conditions

1. These terms and conditions are 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. These terms and conditions represent the entire agreement of the parties in relation to the repair.

How we use your information

You give us information about yourself when you book an appointment. We'll keep that information safe and secure and only process it in accordance with the Data Protection Act 1998. We may pass your information on to our own group companies, tradesmen and other third parties for training and statistical analysis. We, or they, may also use your information to contact you via the telephone, post or email with products, services and/or promotions that we think may be of interest to you. If you do not wish to be contacted with any promotions please write to Freepost: RLYC-LXAL-GEEH, HomeServe, Cable Drive, Walsall, WS2 7BN.

Definitions used in this arrangement

Vaillant Group: Vaillant Group UK Ltd, Nottingham Road, Belper, Derbyshire DE56 1JT (registered in England with number 00294316)

We/us/our: HomeServe, its authorised agents and engineers, unless otherwise stated.

HomeServe: HomeServe Membership Ltd, Cable Drive, Walsall, WS2 7BN. Registered in England, No. 2770612. VAT No 559 669 669. HomeServe is a trading name of HomeServe Membership Ltd

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

Beyond economic repair: if during the course of the repair, the cost of parts (inc.VAT) required to repair the boiler is more than the current value of the boiler, dependent on the boiler's age and condition as determined by Vaillant Group, the boiler will be deemed beyond economical repair.

This information can be supplied in large print, Braille or audio upon request.