

HEAT-COVER

SERVICE, MAINTENANCE &
REPAIR CONTRACT

Gas World 



SUMMARY OF THE COVER OPTIONS:



SUMMARY

Heat-Cover is designed to meet the needs of the householder who wants protection against problems that could occur with their boiler, central heating system &/or plumbing.

WHAT IS HEAT-COVER?

A service, maintenance & repair contract for your boiler, heating system & plumbing pipework.

- 12 months cover
- Monthly payment options
- Renewed every 12 months
- Multiple levels of cover available

WHO IS ELIGIBLE FOR COVER?

- Homeowners and Landlords
- Properties where boilers are less than 10 years old.
- Domestic properties only
- Properties with Gas, Oil or LPG fired boilers

SUMMARY OF THE COVER OPTIONS:

SERVICE ONLY COVER / £5.75 A MONTH (INCL. VAT)

Boiler service only (Suitable for boilers and heating systems which are under warrantee)

- Annual service carried out on boiler
- Access to advise line for maintenance care
- Priority call-out for any non-warrantee issues (subject to call out charge)

SERVICE PLUS COVER / £12.00 PER MONTH (INCL. VAT)

Boiler service only (Suitable for boilers and heating systems which are under warrantee)

- Annual service carried out on boiler
- Access to advise line for maintenance care
- Priority call out service
- 24/7 Emergency call out facility available 365 days a year
- Replacement parts and labour included
- Unlimited call out
- Priority call-out for any non-warrantee issues (subject to call out charge)

SERVICE PRO COVER / £14.00 PER MONTH (INCL. VAT)

Boiler service, heating system & plumbing cover (Suitable for boilers which are under warrantee)

- Annual service carried out on boiler
- Access to advise line for maintenance care
- Priority call out service
- 24/7 Emergency call out facility available 365 days a year
- Replacement parts and labour included
- Unlimited call outs
- Priority call-out for any non-warrantee issues (subject to call out charge)

SUMMARY OF THE COVER OPTIONS:

BRONZE HEAT-COVER / £13.00 PER MONTH (INCL. VAT)

(Boiler only cover)

- Annual service carried out on boiler
- Priority call out service
- 24/7 Emergency call out facility available 365 days a year
- Replacement parts and labour included
- Access to advise line for maintenance care
- Unlimited call outs

SILVER HEAT-COVER / £17.00 PER MONTH (INCL. VAT)

Boiler & heating system cover

- Annual service carried out on boiler
- Priority call out service
- 24/7 Emergency call out facility available 365 days a year
- Replacement parts and labour included
- Access to advise line for maintenance care
- Unlimited call outs

GOLD HEAT-COVER / £19.00 PER MONTH (INCL. VAT)

Boiler, heating system & plumbing cover

- Annual service carried out on boiler
- Priority call out service
- 24/7 Emergency call out facility available 365 days a year
- Replacement parts and labour included
- Access to advise line for maintenance care
- Unlimited call outs

PLATINUM HEAT-COVER / £24.00 PER MONTH (INCL. VAT)

Boiler, gas fire, heating system & plumbing cover

- Annual service carried out on boiler
- Annual service carried out on fire
- Priority call out service
- 24/7 Emergency call out facility available 365 days a year
- Replacement parts and labour included
- Access to advise line for maintenance care
- Unlimited call outs

ADDED EXTRAS

Unvented Cylinders
Oil, LPG or Renewable systems
Landlord Gas Safety Certificate for boiler
Landlord Gas Safety Certificate additional appliance

COST

£5.00 per month
£5.00 per month
£40 per certificate
£10 per appliance

YOUR BOILER COVER AGREEMENT:

COVER LIMITATIONS AND EXCLUSIONS:

WHAT IS COVERED

Parts & labour on repairs to your covered domestic boiler

Boiler flues not exceeding 1m in length

The boiler controls including programmer and room thermostats excl. 'Smart' thermostats

Gas supply pipework to boiler

A full annual service of the boiler to manufacturer instructions

Priority call out service

Emergency 'out of hours' call out service (subject to £60 call out fee) where we will endeavour to be with you within 4 hours.

Magnetic filter

Condense pipework

WHAT IS NOT COVERED

Damaged caused by limescale, sludge or debris if we have told you that repairs or a powerflush are required but this has not been carried out

Damage caused by debris in your gas supply

Accidental damage by you or others

General maintenance calls such as re-pressurisation or changing control settings unless the issue has occurred due to a secondary fault.

Pipes concealed in concrete floors or buried in walls

Condense pumps or condense neutralisers

Repairing flues greater than 1m in length

Smart controls or controls for underfloor heating

Replacement of appliance

Condense related issues caused by blocked drains, guttering or freezing

Replacement boiler if boiler is beyond economical repair.

Boilers connected to swimming pools

Access to repairs at high level where not safe to carry out from ladder

YOUR CENTRAL HEATING SYSTEM AGREEMENT:

COVER LIMITATIONS AND EXCLUSIONS:

WHAT IS COVERED

Parts & labour on repairs to your heating system

Expansion tanks, radiators, by pass & radiator valves

Open vented cylinders including cylinder thermostat and motorised valves

Immersion heaters including associated time switch

The pipes that connect the heating system.

A full annual service of the boiler to manufacturer instructions

Priority call out service

Emergency 'out of hours' call out service (subject to £60 call out fee) where we will endeavour to be with you within 4 hours.

Replacement of parts of your central heating if we cannot repair

WHAT IS NOT COVERED

Damaged caused by limescale, sludge or debris if we have told you that repairs or a powerflush are required but this has not been carried out

Pipes concealed in concrete floors or buried in walls

Underfloor heating

Designer radiators or towel rails

Fan assisted radiators

Faults due to initial design of system

General maintenance calls such as re-pressurisation or changing control settings unless the issue has occurred due to a secondary fault.

Replacing or topping up inhibitor unless we've removed it.

Unvented cylinders unless included as extra

YOUR PLUMBING COVER AGREEMENT:

COVER LIMITATIONS AND EXCLUSIONS:

WHAT IS COVERED

Parts & labour on repairs to your internal Plumbing

All cold & hot supplies from internal stop tap to all outlets including your taps and garden taps attached to your home and flexible

Pipes to your kitchen appliances

Toilet siphons, isolation & ball valves

WHAT IS NOT COVERED

Showers and their parts, sanitary ware, spa baths, seals and grouting

Replacement of any taps that cannot be repaired

Repairs or replacements of push button flushes

Accidental damage by you or others

Pipes concealed in concrete floors or buried in walls

Immersion heaters including associated time switch

The pipes that connect the heating system.

Priority call out service

Emergency 'out of hours' call out service

(subject to £60 call out fee) where we will endeavour to be with you within 4 hours.

Replacement of parts of your central heating if we cannot repair

Any parts that are designed to boost your mains water pressure

Any plumbing detached from property eg. out-buildings, swimming pools, fountains, ponds, water features and water pipes running to and from them

White Goods and associated drainage

External drainage or guttering

Blocked wastes or drains

Supply pipework from property boundary to your home

YOUR GAS FIRE COVER AGREEMENT: COVER LIMITATIONS AND EXCLUSIONS:

WHAT IS COVERED

Parts & labour on repairs to your covered gasfire

Gas supply pipework to fire

A full annual service of the fire to manufacturer instructions

Priority call out service

Emergency 'out of hours' call out service (subject to £60 call out fee) where we will endeavour to be with you within 4 hours.

WHAT IS NOT COVERED

Accidental damage by you or others

Pipes concealed in concrete floors or buried in walls

Making good or repairs required to walls, floors or ceilings in order to access required repairs

Sweeping or unblocking of chimney or flue

and ensuring its integrity.

GENERAL CONDITIONS

UK LAW

This is a maintenance agreement not insurance. Your agreement is bound by the laws of the country your property is in.

ADDING NEW PRODUCTS

If you add or amend your agreement by adding new products, during the period of the agreement, we'll arrange it so that they all renew at the same time and any annual servicing will be brought in line with that of other products so they can be carried out as part of the same.

PRICES AND PRICE CHANGES

Your price will not alter over the period of the agreement unless you change your agreement, add products, or the government changes the rate of VAT. We will always write to you to tell you about any changes in price.

PAYMENT

Payments can be made up front for the year by cheque, debit or credit card or by BACs – or monthly by Direct Debit. All the prices include the relevant taxes at current rates.

New customers will be required to pay a non-refundable fee of £69.00 for the initial maintenance survey and annual service. Should you then choose to proceed with the agreement, the quoted price will be applied to include for the next 12 months including the next annual service.

If any payments are outstanding during your agreement and a repair is requested, we may request any outstanding payment be made prior to our visit.

RENEWALS

We'll write to you approximately 30 days before your agreement is due for renewal to let you know if any of your products or prices are changing. Should you pay by Direct Debit, we will automatically renew your agreement until you ask us to stop.

WORKING HOURS

Our standard working hours are Monday – Friday, 8.30am – 4.30pm excluding bank holidays and a shutdown period between Christmas and New Year. All repairs, annual services and maintenance surveys will be arranged during standard working hours and you will be required to provide access during these times.

Any calls outside of these times are for emergency calls only including, gas leaks, major water leaks, and no heat and hot water and are subject to an additional call out fee of £60.00 including VAT. We will endeavour to isolate and repair any fault during any emergency call out but should a return visit be required, this will be booked for during standard working hours.

CHANGING YOUR BOILER OR FIRE

Should you have your boiler or fire replaced by another company or contractor and it is under a current agreement with ourselves you MUST tell us and supply all required installation paperwork to confirm the boiler has been installed correctly and ensure we can cover the new appliance. If we cannot cover your new appliance, we may need to cancel or amend your agreement. You should also review your agreement to ensure you still need the same level of cover as your new appliance may come with a manufacturer warrantee.

UNDER WARRANTEE

If any part of the products covered under your agreement is covered by a third party warrantee, it is your responsibility to ensure that any work we do does not affect that warranty.

MOVING HOME

If you move home, the agreement is non-transferable to the new property. You will therefore need to tell us and we will cancel your current agreement. You can then take out a new agreement on the new property subject a new maintenance survey and service.

YOUR MAINTENANCE SURVEY

Upon request to set up on of our maintenance plans, we will arrange to attend to carry out a survey of your property and an initial full annual service. During this survey we will check your existing boiler, fire, heating and/or plumbing to check it is compliant and identify any pre-existing faults. If we find it is not compliant or there are pre-existing faults we will:

- Tell you what needs rectifying and provide a quote to carry out the works
- Offer an alternative product or provide a quote for cover excluding the identified issues.
- Cancel the agreement

ANNUAL SERVICE

One of our engineers will visit your property once a year to service your covered appliances and check that everything is working safely and correctly.

If we find any faults, we will tell you what they are. If your cover:

- Includes repairs we will make arrangements to carry out these repairs for you
- Is a service contract only or the repairs are outside of your agreement, we will either provide a quote for the repairs, or if under warrantee, we will provide details for your warrantee call to be requested.

We endeavour to carry out all annual services between the months of March and September to avoid peak season and ensure your appliances are ready for the next heating season. We therefore reserve the right to bring forward any annual service requirement to bring them within this period.

When your annual service is due we will contact you by letter, email, phone or text to arrange it. We will contact you up to a maximum of 3 times to arrange this. If we do not hear from you and your annual service becomes overdue, we will not cover any repairs on your appliances until the service is completed.

WORKING IN YOUR PROPERTY

Our engineers will only enter your property if there is someone 18 years or older there at all times. It is your responsibility to give access to your property. If we cannot get access then we will not be able to complete the required works. If there is a missed appointment it will be down to you to rearrange. If we have continued access issues we may cancel your agreement but we will let you know beforehand.

Our engineers have a right to refuse to work in your property, if they feel it is unsanitary, provides a health and safety risk, or if they receive verbal or physical abuse or harassment. If such an issue occurs our engineer will leave the property and works will not be completed until any such issue is removed.

ASBESTOS

It is your responsibility to advise our engineers or any asbestos in your property. If asbestos is unknowingly disturbed as a result of our activity, all works will stop and it will be your responsibility to have the asbestos cleared and removed prior to works recommencing.

If asbestos need to be removed before a repair can be carried out, you will need to arrange for this to be removed prior to works.

Where asbestos works have been required, a Certificate of Reoccupation will need to be provided to evidence that the asbestos has been removed in a correct and safe manner and that the environment is now safe to be in.

MAKING REPAIRS

When you book a repair we will endeavour to attend within a reasonable timescale appropriate for the repair which has been reported. On initial visit we will endeavour to complete the repair where possible however, if parts are required which our engineers do not carry, we will order in and rebook appointment for when parts are available.

On some occasion repairs may not be possible due to discontinued parts or the appliance may be deemed to be beyond economical repair meaning a replacement appliance is required. We will therefore provide you with a quote in order to carry out the replacement.

Any repair we attend to which is identified as being outside of your cover will be invoiced accordingly and will be payable under our payment terms. If any payments are outstanding, your cover will continue but outstanding payments may be requested prior to attending to any future visits.

SPARE PARTS

We will endeavour to source and fit genuine manufacturer approved parts to carry out repairs to any appliances however it may be necessary to fit non-genuine or reconditioned parts where genuine parts are not available. Where this is the case, you will always be advised in advance.

Any parts provided which are not integral to the appliance will be a replacement with similar functionality but may not necessarily be an identical match, of the same make or the same finish of the existing part

TWELVE MONTH GUARANTEE

We guarantee any parts we fit or any works we carry out for 12 months from the date the works were carried out.

POWERFLUSH

Over time, central heating systems can build up sludge that can block or narrow your pipes, radiators and boiler parts causing damage to your system or boiler. During our annual service or repair visits we will check your system to ensure that sludge is not present. If sludge is identified we may advise that a powerflush is required, which is a way of removing this sludge from your system. This will be quoted for separately as it is not included in your cover.

Any future repairs related to sludge will not be covered under your cover so it is important that a powerflush is carried out. If a power flush is completed by a third party a receipt must be produced together with a water test result to show the system has been flushed properly.

GENERAL EXCLUSION

COVER IS NON-TRANSFERRABLE

The cover is specific to you and your property. If you move property, the cover cannot be transferred to the new property or taken over by the new owners of your property. The cover must be cancelled and a new cover taken up by new owners or on new property.

DOMESTIC USE ONLY

Our cover is only for domestic properties which are used for general day to day living not where the main purpose of the property is for commercial use.

PRE-EXISTING FAULTS

Our cover does not include for any faults relating to the design of the system, which were present when the appliance/system was installed or has been excluded from the agreement following the maintenance survey. The cover also does not include for any faults that we could not have reasonably expected to know and were not visible to view at maintenance survey.

DAMAGE BY YOU OR OTHERS

We do not cover any damage which has been carried out by you or anyone else either accidentally or as a result of deliberate damage or misuse.

We do not cover any damage caused as a result of any other persons working on your appliances, system or plumbing.

COSMETIC DAMAGE

Your cover only covers the function of your system to ensure it is working properly and in a safe manner. It does not cover cosmetic damage or minor damage that does not affect the functionality of your appliance, system or plumbing such as scratches or dents.

DAMAGE CAUSED AS A RESULT OF FAULT

Your cover does not include for any repairs, replacement, cleaning or any other damage which has occurred to your property or belongings as a result of any fault with your appliance, system or plumbing unless the fault has occurred as a result of our negligence.

MAKING GOOD

Your cover does not include for the making good of any walls, floors or ceilings as a result of gaining access to repair a fault, or any decorations that may be affected.

FLOOR COVERINGS

It is your responsibility to remove floor covering in order to access a leak. In the case of carpets, we will roll back carpets for you and relay after repairs for you but we do not refit carpets or take any responsibility for any damage caused to your carpet as a result to them being stuck down or caught on grippers.

CANCELLING YOUR HEAT-COVER PLAN

Following signing up to one of our Heat-Cover plans you have a 14 day cooling off period during which the agreement can be cancelled in writing with a full refund of any monies paid unless you have requested a call out in this period. Your initial Maintenance survey and Service cost is outside of this agreement as this would have been carried out prior to this agreement.

You may also cancel your agreement at any point following any price changes or changes in terms and conditions.

CANCELLATIONS AFTER 14 DAYS

If you are paying each month by Direct Debit, your cover will continue until the end of the period your last payment was for. If you have had any repairs carried out prior to your cancellation, you will remain liable for the remaining funds payable for the remainder of your 12 month agreement.

If you pay yearly, your cover will run until the end of the month in which your cancellation is received. If you cancel your cover with us and we have not visited your property during the cover term to carry out a repair, you will be refunded on a pro-rata basis for the remaining months of your agreement.

OUR CANCELLATION RIGHTS

We can cancel your agreement if:

- You give us false information
- You put our employee's health and safety at risk
- Your home/property is unfit to work in
- You don't let us in your property to carry out a repair or service
- We advise you to carry out a repair or improvement is required but you do not have it carried out.
- We are no longer able to source the required parts to carry out repairs to your appliances or system.
- You fail to make the required payments.

If we cancel your cover and you have not had any repairs carried out you will be entitled to a refund for the remainder period for which you have paid for unless you have had repairs carried out during your cover period whereby no refunds will be payable.

YOUR PERSONAL INFORMATION

Information provided to us by you may be used to:

- Contact you either via telephone, email, letter or home visit
- Carry out works we need to do
- Identify you if you call
- Check your credit history
- Collect money we are owed
- Register any of the works we carry out with the registered trade associations or for building regulations
- Contact you about other products or service
- Advise you of renewals, cancellations or changes in terms & conditions
- Comply with the authorities
- To take legal action or respond to it
- Help prevent or detect fraud
- Ask for your opinion
- Carry out statistical analysis

Your details may be supplied to other agencies in order to carry out any of the tasks as listed above, however your information will not be shared or sold to any other party for any other purpose.

If you give us information on behalf of someone else then in giving that information you confirm that they have