

Boiler & Heating Care Plans Policy Terms & Conditions

Last updated on 28th May 2024.

1. SCOPE OF SERVICE PLANS

Wirral Gas Installations Ltd will provide the level of maintenance as set out below in respect of the private domestic central heating system.

IMPORTANT POINTS

- 1.1. All service plans are not emergency plans.
- 1.2. We do not offer service/maintenance for evenings, weekends or bank holidays.
- 1.3. Limited service/maintenance between Christmas and New Year.
- 1.4. For same day call outs, the appointment must be booked before 10am on a working day.
- 1.5. To activate the care plan one of our engineers would need to service the boiler and inspect the system. Should our engineers deem the boiler/system unsuitable, a service or call out charge will apply.
- 1.6. Consumables, i.e. graphite burner seal, oil nozzles, etc. will be chargeable.
- 1.7. Parts required at the time of initial visit will be chargeable.
- 1.8. Claims for boiler parts (under any service plan that includes repairing/replacing parts), will only be granted after first payment instalment is received by Wirral Gas Installations Ltd.
- 1.9. This is a service plan, enabling you to spread payment for the annual service of your boiler, and (in the case of our boiler care plan, system care plan and our full system care plan), for some of the expected associated periodic maintenance costs. The plans we offer do not provide any insurance cover and do not protect you against unforeseen risks.

2. DEFINITIONS & SCOPE OF SERVICE PLANS

2.1. BOILER SERVICE CARE PLAN

This plan includes a boiler service or safety check of the boiler, (checks undertaken; expansion vessel, electrical connections, fan, ignition probe, main heat exchanger, condensate trap, flue analysis, filter clean).

This plan **excludes** the cost of repairs/spare parts, removal of sludge, adding chemicals.

2.2. BOILER CARE PLAN

This plan includes a boiler service or safety check of the boiler, (checks undertaken; expansion vessel, electrical connections, fan, ignition probe, main heat exchanger, condensate trap, flue analysis, filter clean). Repairing boiler, boiler parts (within the boiler casing) where repairable, supplying and fitting any available boiler parts required, excluding the flue system and external controls.

This plan **excludes** supplying a new boiler if the boiler is beyond economical repair, repairing damage caused by sludge/debris, pre-existing faults or conditions, adding chemicals.

2.3. SYSTEM CARE PLAN

This plan includes a boiler service or safety check on the boiler (checks undertaken; expansion vessel, electrical connections, fan, ignition probe, main heat exchanger, condensate trap, flue analysis, filter clean), and maintenance of thermostatic radiator valves, repairing or replacing thermostatic radiator valves and central heating pipework.

This plan **excludes** the cost of boiler repairs/spare parts, removal of sludge, replacement radiators.

2.4. FULL SYSTEM CARE PLAN

This plan includes a boiler service or safety check on the boiler and includes maintenance of thermostatic radiator valves and all components within the boiler casing, excluding the flue system and external controls.

(Checks undertaken; expansion vessel, electrical connections, fan, ignition probe, main heat exchanger, condensate trap, flue analysis, filter clean). Repairing boiler, boiler parts (within the boiler casing) where repairable, supplying and fitting any available boiler parts required, excluding the flue system and external controls. Repairing or replacing thermostatic radiator valves and central heating pipework.

This plan **excludes** supplying a new boiler if the boiler is beyond economical repair, repairing damage caused by sludge/debris, pre-existing faults or conditions, replacement radiators.

2.5 ADDITIONAL TO PLAN

2.5.1 If you have chosen to add the maintenance of cylinders / header tanks to your plan; This plan includes external circulating pump, appliance isolating valves, motorised valves, cylinder thermostats. **Excluding** replacement hot water cylinders and flue systems and pre-existing faults or conditions.

2.5.2 If you have chosen to add the maintenance of external controls to your plan; This includes maintenance repair and replacement of external controls. **Excluding** pre-existing faults or conditions.

3. LEVEL OF SERVICE/MAINTENANCE

3.1. PRIORITY ATTENTION

Wirral Gas installations Ltd will endeavour, subject to workload and labour availability, to call the same day (Monday - Friday, excluding bank holidays, Christmas/New year where we are closed), in response to any breakdown or failure of the central heating system.

3.2. SAFETY CHECK

At the same time as the annual service visit a Service Engineer will check the safe operation of the appliances specified.

3.3. ANNUAL VISIT

A Service Engineer will inspect the appliances specified once a year and clean and adjust them as necessary.

3.4. BREAKDOWN MAINTENANCE PLAN

No charge will be made in respect of labour or parts and materials used in repairing any reported maintenance issues, unless not included under the service plan.

3.5. GUARANTEED SAME DAY CALL OUT

The office must have received your visit request before 10am on a working day to qualify for the guaranteed same day call out, subject to availability.

4. PERIOD OF SERVICE PLAN

4.1. The Service plan is valid for one year from the date of first received direct debit payment.

4.2. If paying monthly a minimum of 12 monthly payments are required, in any one year.

4.3. If the monthly direct debit is cancelled during the plan period, the outstanding will be invoiced for full payment.

5. PAYMENT & RENEWAL

5.1. Payment for the Service Plan is made by a recurring annual payment or monthly payments. All payments are collected via Direct Debit with GoCardless.

5.2. The renewal date of the Service Plan will be the yearly anniversary of the date the Service Plan was first taken out. Notification of the renewal will be sent in advance.

5.3. Wirral Gas installations Ltd, at its discretion, may refuse to offer renewal of any Service Plan.

6. CHANGE OF OWNERSHIP

6.1. If the ownership of the premises in which the appliance(s) covered by this Service Plan changes the new owner shall have the benefit of the Service plan for the remainder of the period for which the payment has been paid.

6.2. No refund will be made for the unexpired part of any Service Plan.

7. PROVISION OF SPARE PARTS

7.1. Wirral Gas installations Ltd may supply and fit adequate replacement parts or components which are not the same as the parts being replaced.

7.2. Wirral Gas installations Ltd shall not be held responsible for any delay in the provision of spare parts by suppliers.

8. REPLACEMENT OF CENTRAL HEATING APPLIANCE OR OTHER APPLIANCES

8.1. This Service plan does not include the replacement of the central heating appliance or other appliance(s) in the event of spare parts or components not being reasonably available. Or the unreliability of the appliance.

9. CONDITION OF THE CENTRAL HEATING SYSTEM OR OTHER GAS APPLIANCES

9.1. Acceptance of a central heating system or any other appliance(s) or system components onto a Service plan does not imply that it is installed satisfactorily or to the prevailing standards of Wirral Gas Installations Ltd. Wirral Gas Installations Ltd will not accept responsibility for any inadequacy attributable to the original design and makes no warranty as to fitness for purpose or condition.

9.2. At the time of the first service visit, Wirral Gas Installations Ltd reserves the right to cancel the Service plan and refund any monies paid for reasons of safety, accessibility for servicing or non-availability of spare parts.

10. USE OF SUB-CONTRACTORS

10.1. Wirral Gas Installations Ltd reserves the right to use sub contractors to carry out all or any part of the services provided under this Service plan.

11. LIMITATION OF OBLIGATIONS

11.1. Wirral Gas Installations Ltd shall not be liable if it is unable to carry out its obligations under the Service plan due to industrial disputes or force majeure. Wirral Gas Installations Ltd shall not be liable for the cost of temporary secondary heating. Or any expenses or temporary accommodation costs.

11.2. The plans we offer are service plans, which enable you to spread payment for the annual service of your boiler, and (in the case of our boiler care plan, system care plan and our full system care plan options) for the costs of the labour and parts which are expressly included within your plan description and which may reasonably be expected to arise at the time of service. The plans we offer do not provide any insurance cover.

12. PLAN DEPENDANT

The following are excluded from this Service Plan:

12.1: Adjustment to time and temperature controls.

12.2. Call outs during the evening, weekends and bank holidays.

12.3. The whole flue system or any part of the flue system and its connections/seals.

12.4. Electrical elements in radiators.

12.5. The gas supply pipe and the size of the pipe.

12.6. A replacement boiler if the existing boiler is beyond economical repair.

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

12.8. Plumbing work to hot, cold or wastewater pipes.

12.9. Plumbing items such as showers and taps.

12.10. Resetting your controls or replacing the batteries.

12.11. Any parts that are designed specifically for underfloor heating.

12.12. Supply of curved or designer radiators.

12.13. Costs arising from the failure of the appliance or a component under the Service/Maintenance plan, including damage caused by water leaks.

12.14. The replacement of decorative parts.

12.15. Any defect or adequacy attributable to the original design of the gas central heating system/appliances.

12.16. The fabric of the building or pipework and flue pipework buried in it.

12.17. Any defect caused through malicious or willful action, negligence or third-party interference.

12.18. Any defect or damage occasioned by fire, lightning, explosion, flood, storm, tempest, frost/ice, impact, ingress, adverse and/or prolonged weather conditions or other extraneous cause.

12.19. Consequential damage or loss arising as a result of a defect occurring in the central heating appliance, system or the appliances unless such a defect damage or loss is attributable to the negligence of Wirral Gas installations Ltd.

12.20. Any defect or damage occurring from a failure of the gas, electricity or water supply.

12.21. Descaling and any work arising from hard water scale deposits or from damage caused by aggressive water or an ingress of silt/debris from the water supply main e.g. boiler noises, debris, blockage.

12.22. Damage caused by internal corrosion.

12.23. The routine refill/top-up of sealed systems.

12.24. Damage to components caused by central heating system debris or by poor quality heating water or lack of system inhibitors. Additional system inhibitor chemicals are at extra cost.

I hereby accept the terms and conditions outlined in this policy.

Name (Please Print):

Signature:

Date:

DD/MM/YYYY