



## SERVICE PLANS

### TERMS & CONDITIONS

#### 1. Scope of Contract

- Hampshire Boilers Ltd will provide the level of cover described below subject to an initial chargeable service & inspection. This inspection will be offered at the reduced price of £50 Inc vat (Normal price £75 Inc vat) - This discount is subject to the contract being taken out within 7 days of the service.
- This contract is strictly a maintenance contract and is not an insurance policy. Hampshire Boilers Ltd is therefore not regulated by the FCA.
- Hampshire Boilers Ltd will cover private domestic heating installations up to 70kw that use natural gas.

#### 2. Components of the System

- The Components covered in Boiler Guard are as follows; all internal parts of the boiler, all associated valves below and all gas supply pipework.
- The components of the heating system covered in System Guard and Total Guard are as follows; boiler and all internals, circulation pump, thermostatic radiator valves, timer/thermostat, pressure controls, radiators, heating pipework, motorized valves, hot water cylinder (including unvented) and expansion tank, all gas supply pipework.

#### 3. Priority Attention

- Hampshire Boilers Ltd will endeavour to attend all breakdowns reported Mon-Fri before 8pm within 24 hours.
- In the event of a breakdown being reported either Sat/Sun, Bank Holidays or after 8pm, Hampshire Boilers Ltd
- endeavour to attend the property within 48 hours.
- This is subject to workload, labour availability and adverse weather conditions.

#### 4. Annual Service

- An annual service is included as part of your maintenance contract. One of our Gas Safe qualified engineers will perform the service and safety check in line with manufacturer's instructions and Regulation 26.9
- This service/safety check will include a minimum of; FGA using a calibrated analyser, check of the inlet and working gas pressure, clean condensate trap, clean magnetic filter (if fitted), clean inside of boiler case, gas rate if required, test of safety devices and all safety checks in line with Gas Safe guidelines.
- The engineer will also inspect the radiators, hot water cylinder and other components for leaks of defects.
- A gas tightness test will be performed in certain circumstances to ensure the property is free from gas leaks
- The annual service will be arranged at a time and date convenient to you and in the month of your contract renewal.
- Unless otherwise arranged with contract holder beforehand.
- The annual service will be carried out Mon-Fri between 9-5 unless otherwise agreed by Hampshire Boilers Ltd.



## 5. Breakdowns

- Hampshire Boilers Ltd reserves the right to deem an appliance uneconomical to repair this maybe because of age of the appliance or cost of materials.
- No minimum labour / call out will be charged in the event of a breakdown.
- Call outs are unlimited, subject to fair use and adequate severity.
- Parts will not be covered and will be chargeable in full for customers on the Boiler Guard and System Guard plan
- No charges will be made in respect to parts for customers on the Total Guard.
- No excess will be charged on any plan.
- The maximum breakdown charge covered for any new customers within the first 3 months of contract is £250. Beyond this the customer will have to pay the difference.
- Labour will be charged with a 20% discount on Boiler Guard and System Guard plans this will only apply to repair costs and not any form of boiler or cylinder replacement.
- No labour will be charged on the Total Guard plan
- Labour for boiler or cylinder replacement will be charged will be charged with a 20% discount and only applies to the Total Guard plan
- All boilers and cylinders that are being replaced will only be replaced as a like for like swap, system upgrades or conversions will be charged at the normal rate.
- Boilers will not be replaced within the first 6 months of the contract for new customers

## 6. Breakdowns not covered

- Any breakdown that is caused by sludge, scale or system deposits will not be covered - this will be confirmed by an independent water quality test if required (chargeable to customer if it fails)
- Underfloor heating systems are not covered (unless they have been installed by Hampshire Boilers Ltd)
- Any break down that is a result of a problem with the water mains electrical grid or gas main/ meter Including having no credit on a gas meter.
- Pre-existing faults and defects in the design or installation of the system.
- Separate gas heaters, electric or oil boilers.
- Condensate lift pumps or freezing of condensate pipes that are not of adequate size as per MI's
- Any break downs caused by blocked drains backing up in to the boiler.
- Replacement of cosmetic parts such as boiler casings and covers
- Faults caused due to the fabric of the building, for example pipes in walls bursting due to subsidence
- Any defects caused due to malicious actions, misuse or third-party interference. 6.1
- Any defect caused by; fire, flood, lightning, explosion, storm, frost, terrorism, impact of any other extraneous cause.

## 7. Breaking of Appointments

- Customers that have arranged a breakdown callout or annual service are given a 3-hour slot, if the engineer attends and the customer is not available a rebooking amount of £50 is charged to re-attend.
- Customers must give 24 hours' notice to change an appointment date/time.

## 8. Use of Subcontractors

- Hampshire Boilers Ltd reserves the right to use subcontractors to carry out any breakdowns or annual services. All subcontractors will be Gas Safe registered and vetted by us for suitability



## 9. Provision of Spare Parts

- Hampshire Boilers Ltd will endeavour to obtain parts as soon as possible. However, in some circumstances parts may not be available next day.
- Hampshire Boilers Ltd will not be held responsible for delays in the provision of parts from suppliers or
- delivery firms All parts fitted will be of the highest quality, no substandard parts will be fitted

## 10. Period, Renewal and Payment of Contract

- This contract is valid for a period of 1 year (12 months) from the date on which the contract is signed
- The contract will be automatically renewed year on year unless instructed by the customer to cancel. The customer must give notice no later than 14 days before the renewal date
- Advance notice of renewal will be sent before the renewal date via email or post
- Hampshire Boilers Ltd reserves the right to cancel the renewal of any contract without giving a reason.
- Payment for the contract can be made in full in advance or via monthly Direct Debit
- In the event of non-payment of the DD cover will be suspended until the account is brought up to date.
- A late payment fee of £10 is charged if a customer has missed 2 consecutive months payments.
- The contract is cancelled in the customer misses 3 consecutive payments without contacting Hampshire Boilers Ltd.

## 11. Change of Ownership

- If the ownership of the property in which the central heating system changes, the new homeowner will benefit from the cover for as long as the old owner has paid for. The contract will not be automatically renewed.
- The new homeowner can take over the cover mid-way through the contract as long as both parties agree, and the DD is changed.

## 12. Termination of Contract

- Hampshire Boilers Ltd reserves the right to cancel any policy at any time if a customer is found to have broken any terms in these conditions.
- Customers who terminate the contract mid-way through will not be entitled to any refund, partial or in full.
- Customers who wish to terminate the contract must give 30 days' notice.
- Hampshire Boilers Ltd reserves the right to cancel the contract on request or delay cancellation for the 30 days' notice period.
- Payment is required during the notice period and cover will still be offered until the cancellation date.

## 13. Certificates

- All certificates will be held electronically by Hampshire Boilers Ltd
- Customers will be sent copies of any certificate at any time via email without charge.
- Customers can request a hard copy of any certificate subject to a printing and postage charge of £5.

## 14. Cooling off Period

- Customers are entitled to a full refund within 14 days of signing the contract. Any breakdowns within this cooling off period will be charged at the full amount in the event of cancellation.



02381 550 050



info@hampshireboilers.com



www.hampshireboilers.com



79 Newtown Road Eastleigh Hampshire SO50 9BX

### **NOTICE OF RIGHT TO CANCEL THE CONTRACT**

(The trader should complete the section below. The customer should retain this.)

If the customer wishes to exercise his/her right to cancel the contract, the top section overleaf should be completed, detached and returned to the Trader.

**Date of Issue.**

**Name and address of Trader (see above)**

**Contract Reference No/Order no/or description of contract**

**Name and address of person to whom the Cancellation Notice may be given, or an email address to which it may be sent.**

### **Customer Cancellation Rights**

You have the right to cancel this contract if you wish, within seven working days starting on the day this Notice of Right to Cancel is issued. Cancellation should be communicated in writing or by e-mail to the person shown above.

The Cancellation Notice form overleaf may be used to exercise this right and can be delivered in person, by email or sent by post – in which case you should obtain a Certificate or Posting or Recorded Delivery slip. You are advised to take a copy of the cancellation notice before returning it to the Trader.

### **Work begun prior to the expiry of the cancellation period**

If you have agreed in writing that work will commence before the seven working day cancellation period expires, and you subsequently cancel in accordance with your rights, you are advised that reasonable payment may be due for any work carried out. You are asked to confirm in writing that work may commence before your cancellation period expires. You can use the lower half of the form overleaf to do this.

### **Cancellation Notice**

(Complete, detach and return this portion of the form ONLY IF YOU WISH TO CANCEL THE CONTRACT) To:



02381 550 050



info@hampshireboilers.com



www.hampshireboilers.com



79 Newtown Road Eastleigh Hampshire SO50 9BX

I/We (delete as appropriate) hereby give notice that I/we wish to cancel my/our contract. (Trader to insert contract ref no, or name and address of customer)

Signed .....

Date.....

**Work commencing prior to the expiry of the Cancellation Period**

If the customer agrees that work may start before the cancellation period expires, they should sign below to confirm this agreement and that they understand that if they decide to cancel within seven working days, reasonable payment may be due for works already carried out prior to cancellation.

I/We agree that Hampshire Boilers may commence work on..... before my cancellation period has expired.

I understand that if I decide to cancel within seven working days, I may be asked to pay for any work that has been done prior to my cancellation.

Signed .....

Date.....