



Landlord Cover Plans

for domestic Gas, Oil & LPG Boilers and Central Heating Systems



TERMS & CONDITIONS

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Our promise to you...

We aim to provide a safe, high-quality service to repair and maintain the equipment included in this agreement.

What your agreement includes:

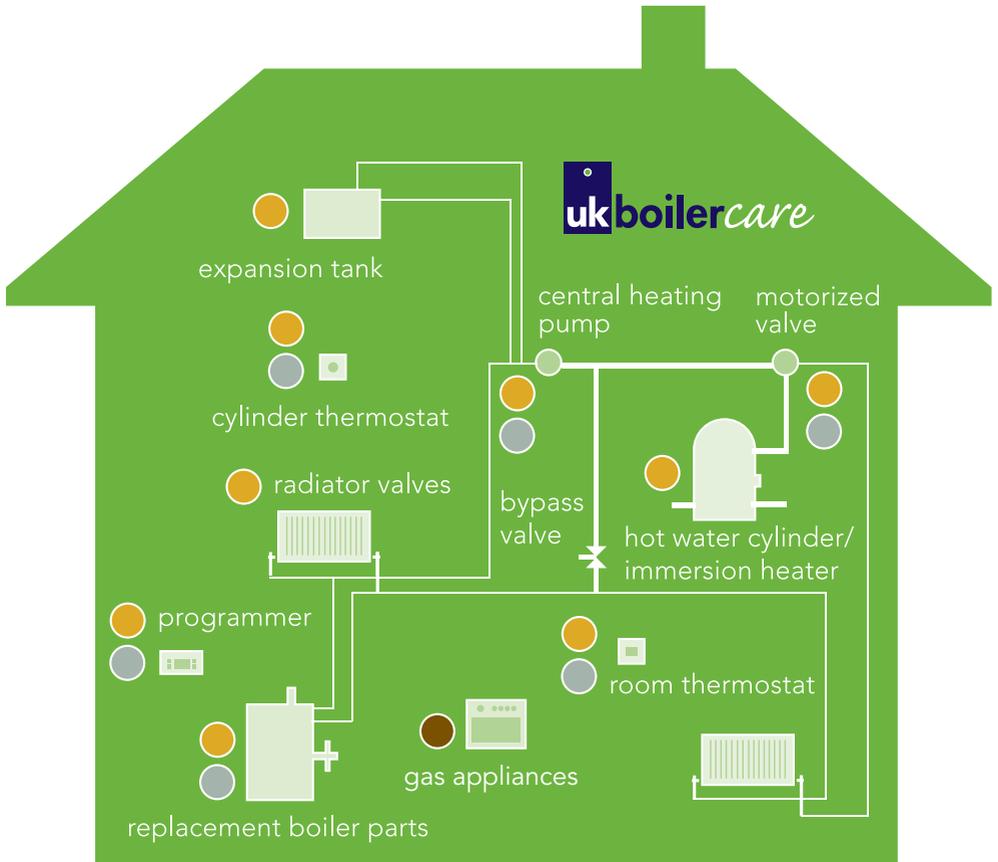
- One Annual Service in every year of your agreement for Boiler and Controls.
- Annual safety and maintenance inspection
- 'Parts and Labour'
- No limit on the number of call-outs to carry out work included in your agreement.
- Advice about your system from our engineers, during your visit.

UK Boiler Care options

We base your agreement on the UK Boiler Care options you choose (p3)
You should also read the 'General Exclusions' section in this leaflet.

Property - means a private domestic dwelling and any covered garage connected to it. It excludes outside areas, including gardens, lawn, outbuildings, borders and driveways.

1. Gas Services - What is included?



Gold Cover - Expert care for your Central Heating System

£15.99 per month (includes VAT)

Silver Cover - Expert care for your Boiler and Controls

£12.99 per month (includes VAT)

Bronze Cover - Fixed Fee Repairs at £150 +VAT

£7.99 per month (includes VAT)

For Oil based systems, please add £4 to the above prices

1.1 Gold Cover

This service is for maintaining and repairing a single boiler and wet (using water) or warm-air central heating system.

The service includes:

- An Annual Service of your boiler and system (except parts of the system that aren't easy to get to). Please read sections 3.4 'First Service' and 3.5 'Annual Service' for full details.
- Annual safety and maintenance inspection.
- Warm air vents. For warm air units only.
- 'Parts and Labour' (as per your agreement) if your system breaks down or needs repair. (There is no age limit on your boiler and it does not matter who installed it, as long as all the essential working parts are available and we have approved it.)
- No limit on the number of call-outs to carry out work included in your agreement.
- Advice about your system from our engineers, during your visit.

1.2 Silver Cover

This service is the same as Gold, except that the 'Parts and Labour' (as per your agreement) are for the boiler and controls only.

1.3 Bronze Cover

This service is for maintaining boilers, fires, water heaters and wall heaters in your property.

The service includes:

- One Annual Service of your appliance in every year of your agreement.

This service does not include:

- 'Parts and Labour' (as per your agreement) for repair. You can choose to have extra work done but you will have to pay for the Parts and Labour required.

2. General Exclusions

Your agreement does not include the following:

2.1 Design or existing faults

We will not include the cost of repairs needed because of design faults (unless we are responsible) or faults which existed before you entered into the agreement or faults we could not reasonably have been expected to be aware of on our First Service or inspection of that particular system or appliance, e.g. piping errors buried under a concrete floor.

2.2 Third-party or accidental damage

We will not include the cost of repairs relating to damage caused by you or someone else.

2.3 Consequential loss

Unless we are responsible for it, we will not include loss or damage to property (including any cleaning needed) caused by the appliance, boiler or system breaking down or leaking (for example, damage to furniture caused by water leaks). If we have to dig on your property, we will fill in any holes and leave the surface level but will not necessarily replace the original surface or construction. Any redecoration that may be needed following our work is your responsibility, unless we have been negligent.

2.4 Normal insured risks

We will not include the cost of repairing faults, or damage caused by freezing weather conditions, subsidence, structural repairs, accident, fire, lightning, explosion, flood or storm. You should check your insurance to make sure you have enough cover for these risks.

2.5 Other

We will not include the following:

- Replacing appliances, bathroom fixtures, showers and sanitary ware (except boilers as described earlier).
- Improvements including work that is needed to bring your system up to current standards.

Examples of these improvements include replacing parts such as flues or vents that do not meet current standards (these are examples only, not a complete list). You may need to have property improvements carried out before we are able to complete other repairs to your system.

2.5 Other (cont.)

- Upgrades which you may want to have carried out to improve your system. Examples of upgrades include replacing working radiators with improved models, (these are examples only, not a complete list).
- Replacing or repairing parts that do not affect how the system or appliance works or decorative or specialist parts.
- Resetting controls (for example, thermostats and programmers following changes due to Winter or Summer).
- Repairing faults or clearing physical blockages (blockages such as rubble, sludge and scale, but not air locks) if we have told you permanent repairs or improvements are needed to make sure your appliance or system work properly. We will only tell you this if, in our expert opinion, it is necessary.
- Removing asbestos associated with the appliance or system. When you have any asbestos removed, you must give us a clean-air certificate before we will do any further work at your property. By law, the person who removes the asbestos must give you a clean-air certificate.
- Cash alternatives for repair or maintenance.
- Repairing any damage caused by our work or redecorating, unless we or our agents have been negligent or broken this agreement.
- Repairing or replacing any lead, steel or central heating iron pipes (other than for internal gas-supply customers where the gas-supply pipe from your meter to the appliance is included).
- The cost of repairing damage or breakdowns caused by changes to, or problems with, the gas, electricity or water services.
- Commencing and/or continuing services where we reasonably consider that there is a Health & Safety risk including: the presence of; hazardous materials; infestations; or harassment of our personnel including verbal or physical abuse. We will not recommence work until the Health & Safety risk has been rectified to our satisfaction.
- Repairs (such as to your heat exchanger) that are required due to the build up of sludge or other debris where we have previously advised you that your system requires a Power Flush; or similar cleaning procedure and you did not have the procedure conducted in a timely manner.
- We do not cover the venting of radiators or the re-pressurising of the heating system. Should this be the case, a call-out charge of £50 plus VAT will apply.

3. About your Agreement

3.1 Period of agreement

Your agreement runs until you tell us that you would like to cancel, or we cancel the agreement (see 3.7 'Cancellation').

You may cancel the agreement at any time. We will write to you to tell you about any changes to the Terms and Conditions or Prices.

3.2 Start date and payments

Your agreement begins when we process your application.

Following your first payment (usually by Standing Order), payments for your agreement will fall due monthly.

If you choose to pay by cash, cheque or credit card we may charge you a small administration fee for processing your payment.

3.3 First Service

We will inspect your gas central heating system or gas appliance (or both) to make sure they are safe and in good working order. Your UK Boiler Care service engineer will fill in a safety inspection checklist to show you what he/she has checked.

We will normally carry out this service within 28 days of the beginning of your agreement where possible. However, as we give priority to breakdowns, it can be later if there is a lot of demand for our services. If the service reveals a problem, we may;

- Tell you what work is needed and what it will cost you for that work to be done.
- Offer you an agreement from the section 'Gas Services', which will not include the parts causing the problem.
- Cancel the agreement and refund your money.

We will not carry out a First Service if we have already carried out an Annual Service at the property in the last 12 months.

3.4 Annual Service

We will normally carry out the Annual Service at the same time we carry out the First Service. If we do not carry out a First Service because we have already carried out an Annual Service at the property within the last 12 months, we will normally arrange for your First Service around 12 months from the date we last serviced the system or the appliance.

After that, for the gas options, we will carry out an Annual Service around the same time each year where possible. This will depend on our workload and your preference for an appointment. As long as we can access your property, we will always make sure we check that your system or appliance is safe.

You can also call us at any time to arrange or rearrange your Annual service if it is due.

3.5 Gaining access to your property

We will let you know when it is time to carry out a service. It is your responsibility to arrange appointments and to let us into your property.

- If we cannot gain access to your property, we will be unable to carry out the necessary work. If this happens, we will tell you so that you may arrange another appointment.
- If you do not arrange an appointment or we cannot gain access, your agreement will continue even though we have been unable to carry out the service.
- If, after several attempts, you have not made an appointment or we still cannot gain access, we may cancel your agreement. We will tell you in writing if this is the case.

3.6 Cancellation

You can cancel your agreement by writing to us at UK Boiler Care Limited.

We may cancel your agreement in the following circumstances:

- If we have given you reasonable notice.
- If you have given false information.
- If you do not make an agreed payment.
- If we find something wrong at the First Service or we have advised you that permanent repairs or improvements are needed to make sure your appliance or system works properly, and you do not follow our advice within a reasonable period. This advice may include replacing your boiler or system.
- If we are not reasonably able to find the parts to keep your system or appliance working safely.
- If circumstances arise (including, Health and Safety issues) which make it inappropriate for the contract to continue.

If we cancel your agreement, we will:

- Give you a full refund if we find anything wrong at the First Service; or
- Give you a refund based on how long is left of any 12 month cash, cheque, credit card or debit card payment you have already made.

If we cancel your agreement because we have told you that permanent repairs or improvements are needed, we may offer you another agreement with us, for example one which will not include the part causing the problem, or does not include the cost of repairs to your system or boiler.

3.7 Fair Use Policy

Under our Fair use Policy we may cancel or downgrade your agreement when you make inappropriate or unfair use of your agreement. The objective of the Fair Use Policy is to ensure that our services are available for fair use by all of our customer.

3.8 Safety advice

We may advise you that permanent repairs or improvements are needed to make sure your appliance or system works safely (for example, to comply with gas safety regulations, such as upgrading your ventilation to meet current regulations).

If you do not follow our advice, it may mean that we are unable to fulfil all of our obligations under your agreement. In this case, your agreement will continue to run unless you tell us you would like to cancel or if we cancel the agreement (please see 3.7 'Cancellation').

3.9 Spare parts

If we do not carry the spare parts your repair work needs on the day, we use a central stock of 30,000 parts. This means we can get hold of most items the following working day. Otherwise, we will do all we reasonably can to find and install parts from our approved suppliers. We may use other approved parts or parts that have been reconditioned by the original manufacturer.

3.10 Labour

One of our engineers will usually carry out the work. In some cases we may authorise a suitably qualified contractor to carry out work.

3.11 Third-party rights

Nobody other than you will be able to benefit from this agreement, which cannot be passed to someone else without our agreement.

3.12 Our Responsibilities

We will meet our responsibilities under your UK Boiler Care agreement within reasonable time unless it is impossible because of circumstances outside our control.

3.13 Guarantees

UK Boiler Care guarantees all parts and labour for 12 months from date of repair. Any guarantees do not affect your legal rights under the Sales of Goods Act 1979 and Supply of Goods and Services Act 1982. You can get advice about your rights from a Citizens Advice Bureau or Trading Standards department.



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