

BOILER CARE PLANS

Boiler Care Plan Terms and Conditions

Updated September 2022

01642 769 317 - 07495 515513

1 SCOPE OF BOILER CARE PLAN CONTRACT

Gas & Oil Ltd will provide the level of cover as set out below in respect of the private domestic central heating system.

IMPORTANT POINTS

1.1. To activate the Boiler Care Plan one of our engineers would need to service the boiler and inspect the system.

1.2. The cover is not an emergency cover.

1.3. We do not offer cover for evenings, weekends or bank holidays.

1.4. Availability may be limited during bank holidays, and between Christmas and New Year.

2. DEFINITIONS & SCOPE OF COVER

2.1. STANDARD CARE PLAN

Internal of boiler

Labour only for the repair and replacement of components within the central heating boiler casing and the appliance isolating valves.

External of boiler

Labour only for the repair and replacement of external components such as external circulation pumps, motorised valves, programmers and room thermostats, cylinder thermostats.

Excluding flue systems, thermostatic radiator valves, radiators, central heating pipework, vented hot water cylinders, header tanks and unvented hot water cylinders & associated components (expansion vessels, temperature and pressure relief valves, pressure reducing valves, (call outs are limited to 4 per year and all parts will be invoiced with a 10% discount)

2.2. PREMIUM CARE PLAN

Internal of boiler

Labour and parts for central heating boiler including all of its components within the boiler casing and the appliance isolating valves and internal circulation pump.

External of boiler

Labour and parts included in the repair of external circulation pump, motorised valves, Programmers and room thermostats, cylinder thermostats.

Excluding flue systems and standard radiators, thermostatic radiator valves, central heating pipework, vented hot water cylinders and header tanks, unvented hot water cylinders & associated components (expansion vessels, temperature and pressure relief valves, pressure reducing valves)

Unlimited call outs with all cost of parts included in premium care plan.

2.3. OIL CARE PLAN

Internal of oil boiler

Labour and parts for central heating boiler including all of its components within the boiler casing and the appliance isolating valves and internal circulation pump, oil nozzle, oil flexi hoses, oil filters, all components on the burner.

External of oil boiler

Labour and parts included in the repair of external circulation pump, motorised valves, Programmers and room thermostats, cylinder thermostats, oil filters, Fire valves.

Excluding flue systems and standard radiators, thermostatic radiator valves, central heating pipework, vented hot water cylinders and header tanks, unvented hot water cylinders & associated components (expansion vessels, temperature and pressure relief valves, pressure reducing valves) Excludes oil tank, tigerloops and pipework from oil tank to boiler.



Contact

01642 769 317

07495 515513

Gas & Oil Ltd is a family run plumbing and heating company, providing professional, high quality plumbing and central heating solutions to clients throughout Teesside and North Yorkshire.

We have over 15 years of experience in plumbing, heating installations and maintenance sector. We pride ourselves on offering high quality workmanship on all of the jobs we take on, regardless of size.

BOILER CARE PLANS

01642 769 317 - 07495 515513

Boiler Care Plan Terms and Conditions

Cont.

Our oil cover does not include replacement parts when a component has been damaged due to a customer running out of oil, we will include labour to repair if this does occur but replacement parts will be invoiced if damaged due to lack of oil.

Unlimited call outs with all cost of parts included in oil care plan.

2.4. UNVENTED HOT WATER CYLINDER

If you choose to add an unvented hot water cylinder to your boiler care plan, we will carry out an annual service & safety check (at the same time as your boiler service). Repair & replacement cylinder components are included as follows; expansion vessels, temperature & pressure relief valves, zone valves & pressure reducing valves. Replacement of the cylinder is not included; however, a 10% discount will be applied to our usual materials & labour prices should this be required.

2.5. GAS FIRES

If you choose to add a gas fire to your Boiler Care Plan we will carry out an annual service & safety check (at the same time as your boiler service), call outs, replacement or repairs are not included.

2.6. EXCLUDE BOILER BREAKDOWN COVER

This is intended for boilers which are covered by a manufacturers guarantee or warranty. Your Boiler Care Plan will cover you as defined in section 2.1. - 2.5. excluding; the central heating boiler, all components within the boiler casing & the appliance isolating valves. Gas & Oil Ltd are not responsible for the cover provided by the manufacturers guarantee or warranty, nor are we responsible for repairs to the appliance should the manufacturer refuse.

2.7. BEYOND ECONOMICAL REPAIR

A central heating boiler will be considered beyond economical repair if it requires repairs where the standard parts & labour value exceed £800.00 inc. VAT.

3. LEVEL OF COVER

3.1. PRIORITY ATTENTION

Gas & Oil Ltd will endeavour, subject to workload and labour availability, to attend within 24 hours (Monday - Friday, excluding bank holidays) to any breakdown of failure of the central heating system.

3.2. ANNUAL VISIT

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

3.3. SAFETY CHECK

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

3.4. PREMIUM AND OIL CARE SERVICE PLAN BREAKDOWN FREE LABOUR AND PARTS

No charge will be made in respect of labour or parts and materials used in repairing any reported fault, unless not included under the boiler care plan as defined in section 2.

4. PERIOD OF SERVICE CONTRACT

4.1. Your cover will begin on the date which we process your first payment (1st day of the month). Please note that for any applications received after the 16th day of the month, cover will not begin until the 1st day of the following month. The Boiler Care Plan Contract is valid for one year from this date.

4.2. A minimum of 12 monthly payments are required

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

5. PAYMENT & RENEWAL

5.1. Payment for the Boiler Care Plan Contract is made by a recurring monthly payments. All payments are collected via Direct Debit with GoCardless.

5.2. The Boiler Care Plan Contract is a rolling contract that will continue beyond the initial one year period unless cancelled by you or us. Following the initial first year, monthly payments will continue to be collected until the Boiler Care Plan Contract is cancelled.

6. CANCELLATION

6.1. You may cancel the Boiler Care Plan Contract at any time after the initial one year period, one months notice is required.

6.2. We may cancel your agreement and/or demand repayments if, you have given false information, it is not possible to find parts to keep your system working safely, you put our employees' health and/or safety at risk in any way, your home is unfit to carry out works in or we make recommendations to carry out works and you refuse to do so.

7. PROVISION OF SPARE PARTS

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



01642 769 317 - 07495 515513

BOILER CARE PLANS

01642 769 317 - 07495 515513

Boiler Care Plan Terms and Conditions

Cont.

7.2. Spare parts provided by the customer, or from an unreliable source will not be installed under any circumstances.

7.3. Gas & Oil Ltd cannot be held responsible for any delay in the provision of spare parts by suppliers.

8. REPLACEMENT OF CENTRAL HEATING APPLIANCE OR OTHER APPLIANCES

This Boiler Care Plan contract 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, the unreliability of the appliance or if the existing boiler is beyond economical repair, however a 10% discount will be applied to our usual materials & labour prices should this be required.

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

9.1. At the time of the first service visit, Gas & Oil Ltd reserves the right to cancel the Contract for reasons of safety, accessibility for servicing or non-availability of spare parts. A fee of £70.00 inc VAT will be payable to cover this service & safety check.

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

10. LIMITATION OF OBLIGATIONS

Gas & Oil Ltd shall not be liable if it is unable to carry out its obligations under the Boiler Care Plan due to industrial disputes or force majeure. Gas & Oil Ltd shall not be liable for the cost of temporary secondary heating. Or any expenses, compensation or temporary accommodation costs.

11. USE OF SUB-CONTRACTORS

Gas & Oil Ltd reserves the right to use sub-contractors to carry out all or any part of the services provided under this Boiler Care Plan.

12. EXCLUSIONS

The following are excluded from this Boiler Care Plan:

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

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

12.3. Adjustment to time and temperature controls

12.4. The whole flue system

12.5. Electrical elements in radiators

12.6. The gas supply pipe and gas pressure issues due to the size/design of the pipe

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

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

12.9. Resetting/adjusting your controls or replacing the batteries

12.10. Plumbing items such as showers and taps

12.11. Plumbing work to hot, cold or waste water pipes.

12.12. Any parts that are designed specifically for underfloor heating