

## Terms and Conditions of our Maintenance Cover

### Summary of the Agreement

- Labour & parts for repairs required to maintain your gas boiler and central heating system depending on the level of service you have chosen.
- No limit to the number of call outs.
- Priority service.
- Annual service/inspection of the boiler to be carried out between 8am to 3pm Monday – Friday.

### First service

- If on the first service/inspection, we discover a problem we will inform you of any remedial works which are required & what the costs will be to bring your boiler/system up to current standards.
- Offer you a different type of contract that would exclude the parts of your system causing the problem.
- If you accept our quotation for us to carry out the remedial works, we would aim to do them as quickly as possible all payments would need to be made before the maintenance contract could commence.
- If you choose to have another contractor carry out the remedial works, we would need to recheck the works before the maintenance agreement could start there would be a charge for a second survey.

### Cover Start Date

- Your cover will start 14 days from the initial start date in the first year. Boiler & system breakdowns will not be covered during this period (first year only)

### Payments

- For first year contract agreement payment in full can be made by either cash, debit card or cheque, thereafter, a standing order arrangement may be set up.
- Credit cards will incur a surcharge.

### Appointments

- The annual service will be carried out around the same time each year. An appointment letter will be sent with a date & time (usually am call unless specified). If inconvenient an alternative date can be agreed.

- It is your responsibility to allow us access, we reserve the right to charge for a no answer call at an arranged appointment.
- We will endeavour to meet the arranged appointment unless it is impossible for us because of external forces beyond our control.
- Breakdown calls will always take priority over initial services/inspections especially through the colder months.

#### Limitations

- We provide cover for the domestic central heating systems with boilers running on natural gas and LPG. This agreement only covers boilers up to 70Kw (net). Under floor heating systems are not included.
- One boiler per property unless additional cover is taken out.
- Where the central heating system contains renewable heat source element this agreement does not cover any element of the renewable heat source installation or any specialist controls associated with it.
- This agreement does not include individual gas space heaters.
- There are no age limitations as long spare parts are available and the boiler is in good working condition. If we are unable to get the exact part and there is additional labour required to fit a substitute part, we reserve the right to charge for any additional labour over and beyond the standard time for changing the parts i.e. Wiring new clocks/thermostats, altering pipework to change valves on system works
- This agreement does not cover boiler manufacturers upgrades of seals/gaskets due to design fault.
- Only standard radiators will be covered if you have designer column radiators or towel rails we will only replace with standard radiators with the equivalent output unless you pay the increased cost of a suitable alternative to your specification.
- Additional charges will apply if you have a non-standard system e.g. unvented cylinder and Gledhill thermal stores.

#### Spare Parts

- If our engineer does not have the spare part required, we use suppliers that have depots throughout the UK and are usually able to obtain the part quickly. Once we are in receipt of the part we will contact you immediately to arrange an appointment.
- We cannot be held responsible for any delay by stockists or manufacturers that are having difficulty obtaining the part.
- We cannot be held responsible if parts are made obsolete by the boiler manufacturer.
- When replacing parts i.e. time clocks/ room thermostats we retain the option of using standard parts if you request parts of a higher standard this will be chargeable.
- Anglo Heating & Maintenance will be not held responsible for the day to day running of your central heating system relighting pilot lights, re-pressuring the boiler, replacing batteries, adjusting thermostats and time clocks, you should refer to your boiler/manufacture's instructions. If you request us to do this on your behalf you may incur a charge.

## Exclusions

- Repairs on individual gas fires, wall heaters etc.
- Domestic hot water immersion heaters and cold water storage tanks
- Gas meter faults
- System flushes to remove other waste which causes blockages to your system. Pipework that needs cutting out because of blockages. These works will be chargeable
- Upgrades to improve your system.
- Manufacturer designed faults even if this was not picked up on the first service.
- Any costs associated with changes to your system to ensure it complies with current legislation. Example of this would-be ventilation and flues that do not meet the necessary standards.
- Damage caused by you or someone other than Anglo Heating & Maintenance working on the system.
- Resetting controls after power cuts or time changes from summer/winter settings.
- Pipes buried under concrete floors, steel and lead pipes.
- Heat exchangers will not be renewed on boilers over 10years of age.
- Replacement of cylinders and radiators in excess of 20 years of age. This agreement covers repair only.
- This agreement does not cover repairing damage and breakdowns caused by freezing weather conditions, subsidence, structural changes, fire and floods. Weather related problems i.e. rain penetration through the flue damaging the electrical components within the boiler.
- Frozen condensate pipe or damage to external condensate pipes.
- This agreement only covers the central heating system located at the property detailed on the agreement.
- Towel rails we would replace with a standard radiator only.

## Cancellation

- You can cancel your agreement as long as you give us notice you can call us on 0161 724 4777 or write to us at Anglo Heating & Maintenance, 2-6 Thomas Street, Radcliffe M26 2UH or email us at [office@angloheating.co.uk](mailto:office@angloheating.co.uk)
- Cancellation in the first 14 days, our policy is to service your appliance before offering maintenance if you decide to cancel after receiving the offer within the first 14 days you will be charged for the service or any other works that may have been carried out.
- Cancellation after first 14 days, if you have paid in full and want to cancel the contract we will cancel at the end of the month in which you notify us. You may be eligible for a refund if no works or service has been carried out. A £15 cancellation charge applies to all of the above.

## Our Cancellation Rights

- If you do not make an agreed payment
- If we find problems on the first service
- Health & safety issues
- If parts are obsolete
- If you have given us false information
- If works that we recommended be carried out are not completed