

## Carbin Heating Priority Customer Boiler Service Plans T&Cs

These Terms & Conditions are part of the contract between you (The Customer) and Carbin Heating Ltd.

### Types of Plans and what is Included:

#### Priority Customer Bronze Plan

Annual Gas or Oil Boiler Service with service certificate

Guarantee response time within 3 working days

Fully Qualified Gas Safe/OFTEC Registered Engineers

Dedicated telephone support team

**Exclusions (The following are not included in this service plan):**

**Labour costs for any boiler or heating system/ controls repairs**

**Materials and parts costs for boiler and heating system/ controls repairs**

*\*Please see the detailed list of exclusions of what is not included in our service plans*

#### Priority Customer Silver Plan

Annual Gas or Oil Boiler Service with service certificate

Guaranteed response time within 2 working days

Fully Qualified Gas Safe/ OFTEC registered Engineers

Dedicated telephone support team

10% Discount on Labour rates for any boiler repairs or heating work

10% Discount on parts/materials for any boiler repairs or heating work carried out

Free energy efficiency advice

**Exclusions (The following are not included in this service plan):**

**Labour costs for any boiler or heating system/ controls repairs**

**Materials and parts costs for boiler and heating system/ controls repairs**

*\*Please see the detailed list of exclusions of what is not included in our service plans*

#### Priority Customer Gold Plan

Annual Gas or Oil Boiler Service with service certificate

Guaranteed response time within 1 working days

Fully Qualified Gas Safe/ OFTEC registered Engineers

Dedicated telephone support team

Labour costs for any boiler repairs only

10% Discount on parts/materials for any boiler repairs or heating work carried out

Free energy efficiency advice

**Exclusions (The following are not included in this service plan):**

**Labour costs for any heating system/ controls repairs**

**Materials and parts costs for boiler and heating system/ controls repairs**

*\*Please see the detailed list of exclusions of what is not included in our service plans*

#### Priority Customer Platinum Plan

Annual Gas or Oil Boiler Service with service certificate

Guaranteed response time within 1 working day

Fully Qualified Gas Safe/ OFTEC registered Engineers

Dedicated telephone support team

Labour costs for any boiler repairs only

Materials for boiler repairs only

Free energy efficiency advice

**Exclusions (The following are not included in this service plan):**

**Labour costs for Heating controls and Heating System repairs**

**Materials and parts costs for boiler and heating system/ controls repairs**

*\*Please see the detailed list of exclusions of what is not included in our service plans*

#### Priority Customer Platinum Plus Plan

Annual Gas or Oil Boiler Service with service certificate

Guaranteed response time within 1 working day

Fully Qualified Gas Safe/ OFTEC registered Engineers

Dedicated telephone support team

Labour costs for any boiler repairs and heating system/controls repairs

Materials and parts costs for boiler and heating system/ controls repairs

Free energy efficiency advice

**Exclusions (The following are not included in this service plan):**

*\*Please see the detailed list of exclusions of what is not included in our service plans*

**List of what is included** (If your service plan includes materials and/or labour, the following items are included within the plan and any work carried out on the following items will be not incur any extra charges)

- Gas Boiler repairs
- Oil Boiler Repairs
- LPG Boiler Repairs
- Internal filling loops
- Internal expansion vessels
- Internal condensate traps
- All other parts internal to the boiler
- Unvented cylinder service (if carried out at the same time as a boiler service on the gold, platinum & platinum plus plans)
- Initial phone support to try and get your boiler back up and running without the requirement of an engineer visit
- Replacement or repair of standard white compact style radiators up to a maximum of 1.8m wide (Platinum Plus plan only)
- Repairs or replacement of wired heating programmers, room thermostats and cylinder thermostats (Platinum Plus plan only)
- Replacement or repair of standard thermostatic and lock shield radiator valves (Platinum Plus plan only)
- Replacement or repair of standard wired motorised zone valves (Platinum Plus plan only)
- Replacement or repair of standard heating circulation pumps (Platinum Plus plan only)
- Replacement or repair of automatic bypass valves (Platinum Plus plan only)
- Repairs of leaks on accessible heating, gas or oil pipework (Platinum Plus plan only)
- Replacement or repair of immersion heaters in open vented cylinders (Platinum Plus plan only)
- Repair or replacement of filling loop or pressure gauges on heating systems (Platinum Plus plan only)
- Repair or replacement of Heating expansion vessel (Platinum Plus plan only)
- Repair or replacement of Potable expansion vessels for unvented cylinder (Platinum Plus plan only)
- Repair or replacement of multiblock water governor for unvented cylinders (Platinum Plus plan only)
- Repair or replacement of oil filters (Platinum Plus plan only)
- Repair or replacement of oil fire valves (Platinum Plus plan only)
- Repair or replacement of magnetic system filters (Platinum Plus plan only)

**List of exclusions** (If your service plan includes materials and/or labour, the following items are not included within the plan and any work carried out on the following items will be chargeable at your priority customer discounted rates)

- Any repairs or unblocking oil filters and oil pipework caused by the oil tanks running dry
- Replacement or repairs of any wireless & smart heating and hot water controls
- Replacement or repairs of any frost thermostats
- Power Flushing heating systems
- Adding corrosion inhibitor
- Topping up heating system pressure
- Replacing batteries in RF controls
- Resetting or reprogramming timings on any heating controls
- Any fault or damage caused by flooding, fire, frost, power cuts or power surges
- Replacement or repair of any non-standard or coloured thermostatic or lock shield radiator valves
- Replacement of any column, cast iron, vertical, designer radiator, coloured or non-standard radiators
- Replacement of any radiators wider taller than 600mm and wide than 1800mm
- Secondary return hot water pumps
- Repair or replacement of oil de-aerators
- Replacement of oil storage tanks
- Replacement or repair of immersion heaters in unvented cylinders
- Replacement or repairs to any electronic oil level indicators
- Replacement or repairs to any oil lifting devices
- Any replacement or repairs to any AGAs, Rayburns or Stoves
- Any replacement or repairs to any gas fires
- Any replacement or repairs to any electric fires
- Any repairs to leaks on hot or cold water pipework, or any valves on the hot or cold water system
- Any leaks on pipework hidden within the fabric of the building, under floors, in boxings or behind built in wardrobes or kitchen units
- Any repairs or replacement of underground oil, gas or heating pipework
- Any replacement or repairs to electric boilers
- Any replacement or repairs to any warm air units
- Replacement of Gas, Oil or LPG Boilers (We will offer a discount of £400 on a new boiler to any customer on a Gold, Platinum or Platinum Plus Plan where we deem the boiler to be beyond economical repair)
- Replacement of oil line pipework
- Replacement of heating system pipework
- Any repairs to any items that we deem to be beyond repair
- Repairs or replacement of condensate pumps
- Any repairs or replacement of electrical wiring for heating system due to incorrect installation with a previous engineer
- Any replacement of electrical wiring for heating system that is hidden within the fabric of the building, in walls, under floor or in boxings
- Repair or replacement of LPG regulators and automatic changeover valves
- Any remedial work that we deem necessary for the safe operation of the system
- The reinstatement of any flooring, boxing, tiling, plastering or decoration after access is required to carry out essential work
- Any repairs to damage to walls, floor or ceilings
- Any repairs or replacement of swimming pool boiler
- Any repairs or replacement of any solar, ground source heat pumps, air source heat pumps or biomass boilers

\*Although these lists are extensive, they are not exhaustive. There are items that aren't listed here that will not be included in the service plan. Please contact us if you would like clarification on whether a certain item is included or excluded.

## 1. Initial Inspection and service

We will carry out an initial inspection and service to your gas, LPG or oil boiler within 28 days of you signing up to the plan. If it is deemed after the service/ inspection that it is not a boiler/ system that we are willing to take on, we will inform you as to the reason for this decision and the application will be cancelled/refused. In this event, any monthly payments due to us will be stopped/refunded, and payment will be due in full for the boiler service at our current prices.

## 2. Subsequent annual servicing

Apart from the initial service, all boiler services are to be carried out between 1<sup>st</sup> February and 30<sup>th</sup> September unless specifically agreed with us. This is due to the large number of breakdown calls we receive between October 1<sup>st</sup> and January 31<sup>st</sup>. This allows us more availability to get your boiler breakdown or heating emergencies with the minimal possible delay during this busy period, and offer the best possible service to all of our priority customers.

## 3. Contract renewal/Cancellation

Your Contract is for a Minimum of 12 Months from the date of the first payment.

Unless you inform us in writing this contract will automatically renew each year, subject to us accepting you onto the service plan. This contract will remain valid providing payment is continued by you subject to clause 4.

If you cancel the agreement with us, we will not normally issue a refund and payment will be due to us for the remainder of the contract term. You will be entitled to a full refund within 14 days of acceptance on to the service plan providing we have not carried out an annual service or safety inspection. If we have carried out a boiler service or safety inspection then no refund will be given and payment will be due to us for the remainder of the contract term

4. **Contract suspensions and invalidations.** We reserve the right to suspend or cancel any service plan without notice if:
  - Any invalid or misleading information has been provided.
  - We have recommended vital remedial work or power flushing which has not been carried out
  - Payment is not received within 14 days of the date due; your service plan may be cancelled and charges may apply.
  - If health and safety issues arise from your property or persons in the property.
  - If work has been carried out by someone else on the system not authorised by ourselves.
  - If another company installs a new boiler at the property without our consent
  - If any abusive language is used against any of our employees
  - If we deem your boiler to be beyond economical repair
  - If we inform you that we can no longer source replacement parts for your boiler and you choose not to replace the boiler
5. Acceptance onto one of our service plans does not imply that the boiler, heating system or hot water system is installed to the relevant standards and we will not accept liabilities arising from the original design or installation and so make no warranty as to the fitness for purpose.
6. We will not be liable for any delays or costs incurred due to delays in the supply of parts from our suppliers.
7. Access –. We reserve the right to refuse to carry out any work where we cannot gain reasonable access to pipework or fittings. Any making good required after gaining access will not be the responsibility of Carbin Heating Ltd. unless we have been negligent
8. Annual boiler service or landlord certificate- We will remind you when your boiler service is due, and will make every attempt to contact you to book this in, however, you remain responsible for making sure it happens within the contract period.
9. We will contact you in writing to inform you of any changes to the pricing or terms & conditions of the plans
10. All appliances included within the plan are to be serviced on the same day. There will be an extra labour charge if you require the appliances to be serviced on different dates
11. We cannot carry out any servicing or repair work in roof spaces if there is not a permanent loft ladder and boarded access provided

12. All of our Oil Boiler Service Plans include 1x flexi oil hose change and 1x nozzle change per annual service. There will be an extra charge for a 2<sup>nd</sup> flexi oil hose if your boiler has 2 flexi oil hoses and you are on a Bronze, Silver or Gold Plan. There will be no extra charge for a 2<sup>nd</sup> flexi oil hose if you are on a Platinum or Platinum Plus Plan.
13. If you have multiple appliances on your service plan, all appliances are to be serviced at the same time unless otherwise agreed with ourselves when the plan is taken out.
14. If you are on a plan that includes labour, there will be a surcharge for evening, weekend & bank holiday emergency call outs. Please contact us for the current surcharge price. If you would prefer to delay the visit until the next working day, there would be no charge for the visit if it is included in your plan.
15. If you are on a plan that includes materials and/or labour and we advise that a system flush or other remedial work is required on the system that falls outside the scope of the service plan, we will not be able to carry out repair work under the plan until this work has been carried out
16. Although the topping up of heating systems, replacing thermostat batteries, bleeding radiators etc. are all on the list of items excluded from the service plans, our engineers will be happy to carry this out at no extra costs whilst we are there to service your boiler as long as it can be done within the allotted time
17. Carbin Heating do not carry out plumbing work, therefore none of our service plans include fitting or repairing any taps, stop cocks, showers, shower pumps, sanitary ware or any other plumbing components
18. If it becomes apparent to us at any stage that your property has more than 2 bathrooms, or 18 radiators, or 4 bedrooms, we reserve the right to cancel or refuse acceptance on to our Gold, Platinum or Platinum Plus plans. Bronze and Silver plans are not affected.
19. Our engineers cannot carry all required parts on the van. There may therefore be a delay between the initial fault find/diagnosis and the boiler repair. We will always to our utmost to make the delay as short as possible but can make no guarantees on delivery of parts from third party suppliers
20. We reserve the right to refuse applications where the following boiler makes are installed: Grandee, Wallstar, Thermecon, Warmflow, Remeha, Biasi and Viessmann. This is due to issues with the reliability and spare parts availability of these boiler makes. Bronze and Silver plans are not affected.

### **What is included in an annual gas boiler service?**

During an annual gas boiler service our engineer will carry out the following:

- Visual check of the inside & outside of the appliance
- A visual inspection of all accessible flue pipe and flue terminals
- Recharging of any internal expansion vessels
- Test and inspection of any boiler safety controls
- Test and inspection of any heating & hot water controls
- Tightness test of gas supply pipework
- Check of gas pressures and gas rating of appliance
- A flue gas analysis of the appliance
- A check of seals on the boiler
- Clean out the condensate trap if the boiler is condensing
- Check to see if the appliance has the correct ventilation provisions
- A report of the boiler service with any observation & recommendations

An annual gas boiler service will take between 45 minutes and 75 minutes to complete. If the service takes longer than 75 minutes due to extra work required, including cleaning, adjusting gas valve, recharging external expansion vessels, venting radiators, reprogramming controls etc., any extra labour will be charged in 15 minutes increments at our current rates. We recommend that a full strip down service of gas boilers is carried out every 5 years to keep the boiler working efficiently and to extend the life expectancy of the boiler. A full strip down service takes longer than an annual boiler service and therefore will incur an extra cost for labour and any parts required, unless labour and materials are included in your service plan.

## What is included in an annual oil boiler service?

During an annual oil boiler service our engineer will carry out the following:

- Visual check of the inside & outside of the appliance
- A visual inspection of all accessible flue pipe and flue terminals
- Recharging of any internal expansion vessels
- Test and inspection of any boiler safety controls
- Test and inspection of any heating & hot water controls
- A visual inspection of oil supply pipework
- A visual inspection of the oil storage tank
- A visual inspection of any oil de-aerators (Tiger Loops) **We recommend that any plastic bodied de-aerators are replaced with metal bodied versions with immediate effect due to the risk of oil spillage**
- A visual inspection of the fire valve
- Cleaning baffles
- Setting oil pressure
- Changing nozzle and 1x flexi oil hose per annual service
- A flue gas analysis of the appliance
- A check of seals on the boiler
- Clean out the condensate trap if the boiler is condensing
- Check to see of the appliance has the correct ventilation provisions
- A report of the boiler service with any observation & recommendations

An annual oil boiler service will take between 60 minutes and 105 minutes to complete. If the service takes longer than 105 minutes due to extra work required, including cleaning, adjusting settings, recharging external expansion vessels, venting radiators, reprogramming controls etc., any extra labour will be charged in 15 minutes increments at our current rates. We recommend that a full strip down service of oil boilers is carried out every 5 years to keep the boiler working efficiently and to extend the life expectancy if the boiler. A full strip down service takes longer than an annual boiler service and therefore will incur an extra cost for labour and any parts required, unless labour and materials are included in your service plan.

Carbin Heating's decision is final on all matters relating to the service plan. We reserve the right to refuse to carry out any work under the plan for any reason if we deem necessary.

Permitted by law, where we are in breach of the terms of this contract or cannot honour the agreement the maximum liability will be limited to the cost of the relevant service plan you have in place. (Up to the amount you have paid for the current year). Under no circumstance are we liable for loss of earnings, profit, loss of goods, loss of business. None of these conditions limit us from the liability relating to death or personal injury from our negligence.

This contract is strictly a service plan and IS NOT an insurance policy. Carbin Heating Ltd is therefore not regulated by the FCA in regards to this service plan