



BOILR
SUMMIT HOUSE
HORSECROFT ROAD
HARLOW
CM19 5BN
01279 927074
BOILRLTD.CO.UK



SERVICE PLAN - TERMS & CONDITIONS

INCLUDED

- 24 hour call out service, 365 days of the year to make safe on:
 - Unforeseen emergency to your heating system
 - Unforeseen emergency to your internal gas pipework
 - Unforeseen emergency to your internal water pipework

EXCLUDED

- Call-outs for electrical emergencies and electrical faults
- Call-outs for plumbing emergencies and plumbing faults
- Replacement /repair of central heating boiler, system and controls
- Replacement/repair of electrical system
- Replacement/repair of plumbing system
- Annual boiler service/landlord gas safety check
- Replacement/repair of hot water cylinders
- Replacement/repair of cold water storage tanks
- Radiators and radiator valves
- Pressure circulating pumps
- Replacement/repair of sanitary ware/sanitary appliances
- Replacement/repair of taps & washers
- Replacement/repair of siphons
- Replacement/repair of Saniflo systems
- Replacement/repair of any pipework
- Parts and labour

If we attend a call outside the terms and conditions of your service plan, we have the right to charge you our standard call out fee of £50.00

GENERAL INFORMATION

- BOILR have access to over 20,000 bathroom, plumbing and heating parts from a national supplier. In certain circumstances it may be necessary to source alternative/reconditioned parts.
- All of our engineers are fully trained and qualified to carry out the work. However, it may occasionally be necessary to use a suitably authorised contractor to carry out the work on behalf of BOILR.
- The boiler must have an up to date service history within the months January - December of the present year when we visit for us to be able to carry out the works.
- Landlord Gas Safety Certificates covers one gas appliance only. Additional appliances will be charged at a discounted price.
- Work carried outside the terms and conditions of this agreement will be charged prior to works commencing.



GENERAL EXCLUSIONS

- Unable to carry out works due to existing design or faults
 - Extra costs may occur due to design or existing faults such as pipes behind/in walls or under concrete floors that have been installed incorrectly or without protection to the pipes. There will be no costs incurred if we are at fault.
 - The cost of repairs due to damage caused by you or someone in your household is excluded from all agreements. Where work is undertaken by you or a third party on your system, whether or not following our advice, which results in damage to that or another part of your system are excluded from this agreement.
 - BOILR will not cover loss or damage caused by an appliance, boiler or system relating to this agreement unless we are responsible (previous works causing the damage). Such as leaks, break downs or accidental damage by you or a third party.
 - Third-party, accidental damage or damage from intentional risk taking
 - BOILR are not an insurance, we are a service and we only carry out works which are covered in your specific service plan. We do not include the replacement or repair of any faults or damage to your appliances or system caused by:
 - Failure of gas, electricity or water supply
 - The cost of repairing faults
 - Damage caused subsidence
 - Damage caused by structural repair accidents
 - Damage caused by lightening
 - Damage caused by floods
 - Damage caused by fire or explosion
 - Damage caused by an act of Terrorism
 - Damage caused by rioting or vandalism
 - Damage caused by misuse and negligence
- You should check your household or other insurances to make sure you have cover for these risks.
- The removal of any asbestos relating to the boiler, appliance or systems.
 - If your boiler, appliance or systems are inaccessible when attending an emergency call-out, with your permission we will gain access in such a way to reduce disruption. We will not be responsible for any repair, making-good or decoration works in lieu of gaining access unless we are directly responsible for the fault that gave rise to the emergency.
 - We will not be responsible for any extra costs which may be incurred from gaining access beneath floors and floor finishes.
 - We are required to keep up with standards and legislations such as manufacture standards/instructions, water regulations, energy efficiency guidelines and government legislation. In some circumstances this could mean improvements to your boiler, appliances or systems. Any upgrade or replacement works required to meet the current standards and legislations are not included in this agreement. We do offer a range of additional services you may want to have carried out and we can advise on these on a case by case basis.

CANCELLATION POLICY

- Our service plans run on a 28-day rolling contract.
- To cancel your service plan agreement you will need to inform us in writing. There is a 28 day



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notice period during which your service plan remains valid. The contract will be terminated 28 days after receipt of your written notice.

- BOILR reserves the right to cancel the service agreement if
 - You do not make an agreed payment.
 - If you provide false information.
 - If the health and safety of the property/persons within the service agreement make it inappropriate to continue.
 - If we are unable to source or provide a part for your boiler, appliance or system which keeps it in a safe working order.

