



BOILR  
SUMMIT HOUSE  
HORSECROFT ROAD  
HARLOW, ESSEX  
CM19 5BN

01279 927074  
BOILRLTD.CO.UK



## SERVICE & MAINTENANCE AGREEMENT - TERMS & CONDITIONS

### INCLUDED

- 24/7 unlimited call-outs for gas & boiler related emergencies
- 24/7 unlimited call-outs for plumbing emergencies and plumbing faults
- Annual boiler service/landlord gas safety check
- Unlimited call-outs in relation to your service plan
- Gas & plumbing engineers advice on matters relating to your plan
- Breakdown and repair service for a single natural gas boiler and controls. Parts covered are:
  - Standard thermostats
  - Standard timers/programmers
  - Parts inside the boiler
- Breakdown and repair service on your homes plumbing. Parts covered are:
  - Hot and cold water pipework inside your home
  - Mains cold water supply pipework inside your home
  - Parts on vented and unvented hot water cylinders
  - Parts on cold water storage tanks
  - Parts on feed and expansion tank for central heating
  - Overflow pipes
  - Ball and float valves
  - Standard radiators (if leaking, not for cosmetic reasons)
  - Standard lock shield valves
  - Standard thermostatic valves
  - Lever and isolation valves
  - Stopcocks
  - Washing machine hoses

### EXCLUDED

- 24/7 unlimited call-outs for electrical emergencies and electrical faults
- Replacement/repair of electrical system
- Replacement of hot water cylinders (vented & unvented)
- Replacement/repair of primatic, direct or heatstore cylinders (example - Gledhill units)
- Replacement of cold water storage tanks
- Replacement/repair of iron & asbestos water tanks
- Pressure circulating pumps/booster pumps
- Replacement/repair of sanitary ware/sanitary appliances
- Replacement/repair of kitchen sinks or waste disposal units
- Replacement/repair of taps & washers
- Replacement/repair of siphons/pop-up waste
- Replacement/repair of Saniflo systems;
  - Macerators
  - Pump out systems
- Replacement/repair of showers;
  - Shower pumps
  - Shower mixers
  - Shower heads
  - Electric showers
- Replacement/repair of any cesspits, bio tanks, holding tanks or soak aways



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- Replacement/repair of any soil, drainage, vent or rainwater pipework
- Replacement of any lead, iron or trappipe (internal or external)
- Regarding the boiler system:
  - Replacement of the boiler
  - Topping up of water pressure within system
  - Resetting or reprogramming of boiler controls, programmers or thermostats
  - The clearing of blocked pipes due to the build-up of iron oxide sludge
  - Boiler failure due to a build-up of scale
  - Corrosion
  - Warm air systems service or repair
  - Repair of back boiler units
  - Replacement/repair of chimneys (internal or external) or flue liners
  - Replacement/repair of flues
- Replacement/repair of swimming pools, swimming pool equipment, jacuzzi, whirlpools or air baths
- Replacement/repair of main water stopcocks or pipework external to property
- Consumables such as inhibitor, leak sealer or flushing chemicals
- Venting or balancing of radiators, removal of airlocks, refilling of radiators and topping up water pressure of heating system after works that have been carried out by yourself or a third party (other contractors)
- Pipes buried in walls or concrete
- Garden features
- Pressure testing
- Re-energising air gaps
- Water softeners, water conditioners or water filters

If we attend a call outside the terms and conditions of your service agreement, we have the right to charge you our standard call out fee of £65.00.

## **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.
- 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.
- BOILR offer service and maintenance agreements and we only carry out works which are covered in your specific service agreement. This is not a contract of insurance. We are not an insurance company authorised by the Financial Conduct Authority or the Prudential Regulation Authority.
- BOILR reserve the right to cancel an agreement at any given time without reason.
- All BOILR 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.
- BOILR use a third-party provider to collect payments.
- BOILR are required to keep up with standards and legislation such as manufacture standards/ nstructions, 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.



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## **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 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
- 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.
- BOILR will not be responsible for any extra costs which may be incurred from gaining access beneath floors and floor finishes.

## **CANCELLATION POLICY**

- Our service agreements run on a 28-day rolling contract.
- To cancel your service agreement you will need to inform us in writing. There is a 28 day notice period during which your service plan remains valid. The contract will be terminated 28 days after receipt of your written notice.