



SERVICE & MAINTENANCE TERMS & CONDITIONS

2026

BOILR Ltd
Summit House
Horsecroft Road
Harlow, Essex
CM19 5BN

01279 927074
BOILRLTD.CO.UK

SERVICE & MAINTENANCE AGREEMENT

This agreement is intended to operate as a service and maintenance agreement and not as an insurance policy.



Important: This document forms part of the BOILR service and maintenance agreement and should be read together with the Customer Service & Maintenance Agreement and the applicable Plan Schedule.

1. About your agreement

These Terms & Conditions apply to BOILR service and maintenance plans. Your agreement consists of: (1) your Customer Service & Maintenance Agreement; (2) the Plan Schedule applicable to your selected plan; and (3) these Terms & Conditions. If there is an inconsistency between these documents, the Customer Service & Maintenance Agreement takes priority, followed by the Plan Schedule, followed by these Terms & Conditions. Your plan is a 28-day rolling service and maintenance agreement, paid for in advance. The services provided depend upon the plan selected by you and accepted by BOILR.

2. Nature of the service

BOILR provides a service and maintenance agreement under which customers pay in advance for ongoing servicing, maintenance, fault-finding and repair services in accordance with their selected plan. BOILR provides the applicable services directly or through appropriately competent contractors. The agreement does not provide a cash benefit or reimbursement to the customer in place of BOILR providing the applicable service. This agreement is intended to operate as a service and maintenance agreement and not as an insurance policy. BOILR does not provide insurance or offer customers an insurance payout under this agreement.

3. Eligibility and initial assessment

Before a new customer is accepted onto a BOILR plan, BOILR will attend the property and carry out an initial assessment free of charge. BOILR may assess the boiler, heating system and other relevant systems applicable to the requested level of cover. Acceptance onto a plan is subject to BOILR being satisfied that the relevant systems are suitable for cover. Where BOILR identifies an existing fault or defect during the initial assessment, BOILR may still accept the customer onto a plan, but that existing fault or defect will not be covered. BOILR may provide a separate quotation to rectify it. Once satisfactorily rectified, the relevant component or system may become eligible for future cover, subject to these Terms & Conditions.

4. Waiting period and pre-existing faults

A 14-day waiting period applies to breakdown cover for new agreements. Faults, symptoms or defects that existed before the agreement commenced, or became apparent during the initial 14-day waiting period, are not covered. BOILR may separately quote to rectify these faults.

5. Annual boiler service

Where an annual boiler service is included within the selected plan, a new customer's first included annual service will normally become available after six months of continuous membership. If a new customer wants their boiler serviced before the six-month point, BOILR can provide a separately chargeable boiler service. Where a separately paid service is carried out after joining, BOILR will normally schedule the customer's next included annual service approximately 12 months after that service. For established customers, BOILR will aim to service the boiler approximately once every 12 months based on the previous service date. BOILR will contact the customer to arrange the service. If BOILR causes the service to be delayed, the customer's entitlement will not be lost and BOILR will arrange the outstanding service as soon as reasonably practicable. Separate provisions apply where reasonable attempts have been made but the customer repeatedly fails to respond, cancels appointments or fails to provide access.

6. Landlord Gas Safety Records

Where the customer's plan includes a Landlord Gas Safety Record, the standard plan price includes inspection/certification of one applicable gas appliance. Additional appliances may be inspected at BOILR's applicable additional charge. The customer remains responsible for ensuring that BOILR is given appropriate access and sufficient time to carry out any legally required inspection.

7. Unlimited covered call-outs

Where breakdown cover is included, there is no numerical annual limit on genuine covered call-outs and there is no excess payable for a genuine covered repair. Unlimited call-outs do not mean that every fault at the property is covered. The reported fault must fall within the customer's selected Plan Schedule and these Terms & Conditions. Call-outs relating to excluded items, misuse, pre-existing faults or other excluded circumstances may be chargeable where the customer has been informed that the work falls outside their plan.

8. Parts and labour



Where parts and labour are included for a covered repair, BOILR will supply and fit parts it considers reasonably appropriate to restore the covered system to proper working order. BOILR does not guarantee that replacement components will be identical in appearance, brand or specification to the original where a suitable equivalent is available. Where appropriate, BOILR may use a suitable alternative, superseded or professionally reconditioned component.

9. Parts availability

BOILR will make reasonable efforts to source required covered parts as soon as reasonably practicable. BOILR cannot guarantee manufacturer or supplier stock availability or delivery times. Where reasonably possible and appropriate, BOILR may make the system safe or provide a temporary repair while awaiting parts. A delay caused by genuine parts availability does not, by itself, mean the covered repair becomes excluded.

10. Customer-supplied parts

BOILR does not normally fit customer-supplied parts as part of the service plan. Covered replacement components will normally be selected and supplied by BOILR. If BOILR separately agrees to install a customer-supplied component, the component itself does not become covered merely because BOILR fitted it. Nothing in this provision limits BOILR's responsibility for its own workmanship or any statutory rights the customer has.

11. Manufacturer warranties

BOILR will still attend and reasonably assess a reported boiler fault where the appliance is under a manufacturer's warranty. If BOILR determines that the required repair should properly be dealt with under a valid manufacturer's warranty, BOILR will explain this to the customer and assist them with how to arrange the manufacturer's warranty attendance. BOILR is not responsible for the manufacturer's actions, response times or fulfilment of its warranty obligations.

12. Beyond Economical Repair (BER)

Where a covered boiler suffers a significant failure, BOILR will assess whether repair remains reasonably practicable and economically viable. The fact that a repair is expensive does not automatically make the boiler Beyond Economical Repair. BOILR will consider relevant factors including the age and condition of the boiler, availability and cost of required parts, likely labour required, previous repair history, reliability of the remaining appliance and whether a safe and lasting repair can reasonably be achieved. Where BOILR determines that the boiler is Beyond Economical Repair, BOILR will explain the reasons to the customer. A complete replacement boiler is not included unless expressly stated otherwise in the Customer Agreement or applicable Plan Schedule. BOILR may provide a separate quotation for replacement. BOILR will not downgrade the safety or proper operation of the system. BOILR will not downgrade the safety or proper operation of the system.

13. Boiler components

Subject to the applicable Plan Schedule and general exclusions, covered boiler components can include internal boiler parts, primary and secondary heat exchangers, standard internal expansion vessels, pressure-relief valves and other normal serviceable components. Internal expansion vessels may be recharged, repaired or replaced where reasonably practicable. Where replacing an inaccessible original/internal expansion vessel would be unnecessarily invasive, BOILR may install a suitable external expansion vessel where technically appropriate.

14. Standard heating controls

Standard thermostats, programmers and conventional heating controls are covered where included within the selected plan. Smart or internet-connected heating controls, including products such as Hive, Nest and Tado, and associated hubs, apps, Wi-Fi connectivity, internet services and third-party cloud services, are excluded. BOILR may separately quote for smart-control work.

15. Central-heating components

Where heating-system cover applies, standard serviceable components can include standard central-heating circulation pumps, standard radiators, thermostatic radiator valves, lockshield valves, standard motorised/zone valves, standard bypass valves, eligible heating pipework and standard external expansion vessels associated with an eligible heating system. Specialist pumps and specialist systems remain excluded unless expressly stated otherwise.

16. Underfloor heating



Wet and electric underfloor-heating systems are excluded. This includes underfloor-heating manifolds, actuators, specialist pumps and controls, electric heating mats/cables and other UFH-specific components. BOILR may separately quote for work on these systems where it is able to provide the required service.

17. Specialist pumps

Unless specifically stated otherwise, only standard central-heating circulation pumps are included within heating-system cover. Shower pumps, domestic-water booster pumps, mains booster pumps, condensate pumps, sewage/waste pumps and other specialist pumps are excluded.

18. Condensate pipework

Standard condensate pipework directly associated with the covered boiler is covered for genuine leaks or failures where applicable. Frozen condensate, blockages, incorrect installation, required upgrades or alterations and condensate pumps are excluded.

19. Boiler flues

Standard serviceable flue components directly associated with the covered boiler can be repaired/replaced following genuine failure. Complete flue replacement outside an ordinary component repair, accidental or third-party damage, pre-existing installation defects, incorrectly installed flues, major alterations and work required solely to upgrade an existing installation to current standards are excluded. BOILR may separately quote for excluded flue works.

20. Gas installation pipework

Standard internal above-ground gas installation pipework serving the covered boiler is included for reasonable fault-finding and repair where gas/heating cover applies. Underground or external gas pipework is excluded. Gas pipework serving other gas appliances is excluded unless expressly stated otherwise. Where underground or external gas pipework requires repair or replacement, BOILR can provide a separate quotation.

21. PRV discharge pipework

A boiler's pressure-relief valve and its associated discharge pipework can be covered where the fault directly relates to the covered boiler. Damage, incorrect installation, major alteration or work required solely to correct a non-compliant installation remains excluded.

22. Plumbing pipework

Where plumbing cover applies, eligible internal above-ground domestic water pipework within the property is covered. External water-supply pipework, underground pipework, external drainage and water-company infrastructure are excluded. Pipework concealed beneath normal internal flooring or within a reasonably accessible internal floor void can remain covered. Pipework buried or encased in concrete/screed or below ground is excluded.

23. Waste pipework

Where plumbing cover applies, standard waste traps can be covered and plastic waste pipework serving baths and sinks/basins can be covered for genuine leaks or failures. Blockages, toilet soil/waste pipework and underground/external drainage are excluded.

24. Sanitary ware

Complete toilets, toilet pans/basins, sinks/basins, baths and similar sanitary ware are not covered for replacement. Standard serviceable toilet cistern components can be covered under the applicable plumbing plan. Covered supply pipework serving sanitary appliances remains subject to the normal plumbing provisions.

25. Taps and showers

Replacement or repair of taps is excluded due to the range, design and variability of tap products. Showers and shower equipment are excluded, including shower mixers, shower heads, electric showers and shower pumps. Eligible pipework supplying these items can remain covered in accordance with the Plan Schedule.

26. Appliance hoses

Standard washing-machine and dishwasher water-supply hoses and standard isolation valves can be covered for genuine leaks/failures under the applicable plumbing plan. The washing machine, dishwasher and other domestic appliances themselves are not covered. Appliance faults and waste blockages are excluded.

27. Water storage and feed & expansion tanks



Complete cold-water storage tanks and feed & expansion tanks are not covered for replacement. Standard serviceable components associated with suitable plastic tanks, such as standard ball/float valves and eligible connections, can be covered. Steel tanks and their tank components are excluded. Asbestos-containing tanks and work involving their components where this would require disturbing or working on the asbestos-containing tank are excluded.

28. Hot-water cylinders

Standard serviceable components associated with eligible vented or unvented domestic hot-water cylinders can be covered under the applicable plan. Complete cylinder replacement is excluded unless expressly stated otherwise. Specialist cylinder/system types excluded by the Plan Schedule are not covered.

29. Electrical fixed installation

Where electrical cover applies, eligible internal fixed electrical wiring within the main domestic property is covered, including wiring concealed within walls, ceilings and normal internal floor voids where reasonably accessible. External wiring, underground cables, garden electrical installations, detached garages/outbuildings and external lighting are excluded unless expressly stated otherwise.

30. Access and making good

Where BOILR needs to reasonably open or disturb a wall, ceiling, floor or other finished surface to access covered pipework, wiring or another covered component, the covered fault-finding and repair may still be included. Reinstatement, decoration and making good are not included unless BOILR has expressly agreed otherwise. This can include plastering, painting, tiling, flooring, joinery and decorative finishes. This exclusion does not remove BOILR's responsibility for damage caused by BOILR's negligence or failure to exercise reasonable care and skill.

31. Consumer units

Where electrical cover applies, individual serviceable components within the consumer unit can be repaired or replaced where appropriate. Complete consumer-unit replacement and upgrades are not included. BOILR may separately quote for a complete replacement or upgrade.

32. Electrical accessories

Standard sockets, switches and standard light fittings can be repaired or replaced under the applicable electrical plan. Where replacement is necessary, BOILR may supply a reasonable standard equivalent. Decorative, premium, smart or specialist accessories do not have to be replaced like-for-like. Where practicable, a customer wanting an upgraded replacement may pay the additional cost.

33. Extractor fans

Standard fixed bathroom and toilet extractor fans can be covered under the applicable electrical plan. Kitchen cooker hoods and kitchen extractor appliances are excluded and treated as domestic appliances.

34. Domestic electrical appliances

Domestic electrical appliances are excluded. This includes items such as ovens/cookers, washing machines, dishwashers, fridge/freezers, tumble dryers, microwaves, portable heaters and televisions. BOILR may carry out reasonable fault-finding to establish whether a reported electrical fault originates from the covered fixed electrical installation or from an excluded appliance.

35. Electrical fault-finding

Reasonable fault-finding is included where the customer reports an issue that could reasonably relate to the covered fixed electrical installation. If the cause is a covered wiring/component fault, the eligible repair is covered. If testing establishes that an excluded appliance or other excluded item is responsible, repair/replacement of that item is not included. The reasonable initial diagnostic attendance remains included.

36. Electrical damage, alterations and misuse

Damage or faults caused by circuit overloading, DIY alterations, incorrectly installed equipment, unauthorised third-party alterations, drilling or screwing into cables, misuse, negligence or accidental/deliberate physical damage are excluded. BOILR may take appropriate action to make the installation safe and can separately quote for remedial work.

37. Current standards and upgrades



BOILR's plans cover eligible genuine failures; they do not provide a general programme for upgrading existing systems to the latest standards.

An older installation not complying with every provision of the latest standard does not, by itself, mean BOILR will replace or upgrade it under the plan. Work required solely to modernise or upgrade an installation is excluded. Where BOILR identifies an immediate safety issue, BOILR will advise the customer and take appropriate safety action where required.

38. System pressure loss

Reasonable investigation of recurring boiler/heating-system pressure loss is included under applicable heating cover. Where BOILR identifies a covered cause, such as an eligible expansion vessel, pressure-relief valve or covered accessible pipework, the eligible repair is covered. If the cause is an excluded item or excluded location, such as pipework buried in concrete/screed or underground, the additional remedial work is not covered and BOILR may quote separately.

39. Sludge, scale and corrosion

Faults or damage caused primarily by excessive sludge, scale, corrosion or inadequate system condition can be excluded where these conditions prevent an effective covered repair or are the underlying cause of the failure. BOILR will explain the identified condition and may recommend or quote for appropriate remedial work.

40. Misuse and repeated customer-caused faults

Genuine covered breakdowns remain covered. Faults caused or repeatedly caused by misuse, interference, negligence or failure to follow reasonable instructions provided by BOILR are excluded. Where reasonable, BOILR will explain the cause and give the customer an opportunity to correct the issue before subsequent related attendances become chargeable.

41. Third-party work and accidental damage

BOILR is not responsible under the plan for faults or damage caused by work undertaken by the customer, another contractor or another third party. Accidental or deliberate physical damage is also excluded unless expressly included in the applicable Plan Schedule.

42. Asbestos

Removal, treatment or disturbance of asbestos or suspected asbestos-containing materials is not included. Where asbestos or suspected asbestos prevents work from being carried out safely, BOILR may suspend the affected work until appropriate assessment/remediation has been completed.

43. Safe working conditions

BOILR may stop, postpone or decline work where it cannot reasonably be carried out safely. This can include unsafe access, dangerous electrical conditions, asbestos, serious structural hazards, aggressive animals, threatening or abusive behaviour or conditions presenting a genuine health and safety risk. Where appropriate, BOILR will explain what needs to be addressed before work can continue. Serious threatening or abusive behaviour may result in termination of the agreement.

44. Subcontractors

BOILR may use appropriately competent and, where legally required, registered or qualified employees and subcontractors to provide services under the plan. The customer's contractual agreement remains with BOILR. Use of a subcontractor does not reduce the customer's contractual rights.

45. Circumstances outside BOILR's reasonable control

BOILR will not be responsible for delays caused by circumstances genuinely outside its reasonable control. BOILR will nevertheless take reasonable steps to minimise disruption and provide the affected covered service as soon as reasonably practicable. This provision does not excuse BOILR from obligations that cannot lawfully be excluded.

46. Payments

Plan payments are payable in advance for each 28-day period using the agreed payment method. The customer must ensure that payment details remain valid and that payments can be collected when due. The precise payment amount is shown in the Customer Service & Maintenance Agreement.

47. Failed or missed payments



If a payment fails, BOILR may contact the customer and request payment. Cover may be suspended where an amount remains unpaid after reasonable notice. BOILR will not retrospectively cover a breakdown that occurs during a valid period of suspension for non-payment. Repeated or continued non-payment may result in termination of the agreement following reasonable notice.

48. Price changes

BOILR may review the plan price, normally no more than once in any 12-month period. Any increase must be based on an objective and legitimate reason connected with providing the service, such as material changes in labour, parts, supplier or operating costs. BOILR will provide the customer with clear advance notice of the new price and when it will take effect. The notice will explain the customer's right to cancel the agreement before the increased price applies.

49. Changing plans

Customers can request to upgrade or downgrade their plan. Where a customer upgrades, the newly added areas of cover are subject to a new 14-day waiting period. Any fault already present within a newly added area of cover remains excluded. Existing areas of cover continue without restarting their waiting period. A downgrade will normally take effect from the next appropriate payment period.

50. Customer cancellation

The agreement runs on a 28-day rolling basis. The customer may cancel by telephone, email or in writing. Unless a statutory right permits earlier cancellation, the normal cancellation notice period is 28 days. Cover continues during a paid notice period in accordance with the agreement. There is no substantial-repair lock-in, repair clawback or new minimum contractual term merely because BOILR has completed an expensive covered repair.

51. BOILR cancellation

BOILR may terminate an agreement where there is a reasonable and legitimate reason to do so. Except where circumstances reasonably justify shorter or immediate termination, BOILR will normally provide at least 30 days' notice. Examples capable of justifying termination include persistent non-payment, fraud, serious breach of the agreement, serious abusive or threatening behaviour, or circumstances that make it unsafe or no longer reasonably possible for BOILR to provide the service. Where applicable, payments relating solely to a period after cover has ended will be refunded.

52. Changes to these Terms & Conditions

BOILR may make reasonable changes where necessary because of changes in law, regulation, safety requirements, the operation of the service or other legitimate reasons. BOILR will not use this clause to substantially reduce the customer's core cover without appropriate notice. Where a proposed change is material and disadvantageous to the customer, BOILR will provide reasonable advance notice and explain the customer's right to cancel before the change takes effect.

53. Complaints

Customers can complain by telephone, email or in writing. BOILR will investigate complaints and aim to resolve them within a reasonable timeframe. Making a complaint does not affect the customer's statutory rights.

54. Statutory rights

Nothing in these Terms & Conditions excludes or restricts any statutory consumer rights that cannot lawfully be excluded or restricted. Services supplied by BOILR will be subject to the applicable statutory requirements, including the requirement to exercise reasonable care and skill.



Plan Schedule - Summary

This summary shows the high-level structure of the four BOILR plans. The detailed Plan Schedule and Terms & Conditions determine the exact scope.

Cover	1 Star	2 Star	3 Star	4 Star
Annual boiler service / applicable LGSR	Yes	Yes	Yes	Yes
Boiler breakdown cover	-	Yes	Yes	Yes
Boiler parts & labour	-	Yes	Yes	Yes
Standard heating system/components	-	Yes	Yes	Yes
Internal gas pipework serving boiler	-	Yes	Yes	Yes
Plumbing breakdown cover	-	-	Yes	Yes
Eligible internal water pipework	-	-	Yes	Yes
Eligible cylinder/tank components	-	-	Yes	Yes
Electrical breakdown cover	-	-	-	Yes
Internal fixed electrical installation	-	-	-	Yes
Standard sockets/switches/light fittings	-	-	-	Yes
Standard bathroom/WC extractor fans	-	-	-	Yes
Unlimited genuine covered call-outs	-	Yes	Yes	Yes
Excess on covered repairs	-	£0	£0	£0