

The Sussex Heating Care Plan Terms and Conditions.

We understand that terms and conditions are often extremely difficult to understand due to how they are written. We have tried to keep our terms and conditions extremely clear so you know exactly what is and isn't covered.

1. Scope of Contract

1.1 The Sussex Heating Care Company will provide the level of cover described within the 'Plan Summary' below subject to an initial chargeable service, inspection and water quality test.

1.2 When referring to 'We' this refers to The Sussex Heating Care Company

1.3 This contract is strictly a maintenance contract and is not an insurance policy. The Sussex Heating Care Company Ltd is therefore not regulated by the FCA.

1.4 This plan is intended for domestic boilers only and will only carry out works at residential properties

2. Our Plans

2.1 Service Plus Plan

Here is what is included in our Service Plus Plan:

- Annual Boiler Service Included
- Annual Services Reminder
- Boiler Service Report
- Magnetic Filter Check
- Annual Carbon Monoxide Test
- Gas Safety Check

2.2 Repair Plus Plan

Here is what is included in our Repair Plus Plan:

- Annual Boiler Service Included
- Annual Services Reminder
- Boiler Service Report
- Magnetic Filter Check
- Annual Carbon Monoxide Test
- Gas Safety Check
- System Controls Setup
- Radiator Test and Bleed
- Unvented Hot Water Cylinder Service
- System Water Quality Test
- Priority Breakdown Attendance
- No Call Out Charge (Standard Hourly Rate)

2.3 Complete Plus Plan

Here is what is included in our Complete Plus Plan:

- Annual Boiler Service Included
- Annual Services Reminder
- Boiler Service Report
- Magnetic Filter Check
- Annual Carbon Monoxide Test
- Replacement Parts Discount
- Gas Safety Check
- System Controls Setup
- Radiator Test and Bleed
- Unvented Hot Water Cylinder Service
- System Water Quality Test
- Priority Breakdown Attendance
- No Call Out Charge (Standard Hourly Rate)

2.4 Warranty Plus Plan

(Exclusive for customers that have a boiler we have fitted with an active warranty)

Here is what is included in our Warranty Plus Plan:

- Annual Boiler Service Included
- Annual Services Reminder
- Boiler Service Report
- Magnetic Filter Check
- Annual Carbon Monoxide Test
- Replacement Parts Discount
- Gas Safety Check
- System Controls Setup
- Radiator Test and Bleed
- Unvented Hot Water Cylinder Service
- System Water Quality Test
- Priority Breakdown Attendance
- No Call Out Charge (Standard Hourly Rate)

Below you will find information on each of the benefits within our service plans. Please refer back to 'Our Plans' above to see which items below are included in each plan.

3. Annual Service

3.1. One of our Gas Safe qualified engineers will perform the service and safety check in line

with manufacturers instructions

3.2. Included in this service/safety check, we will perform the following as a minimum:

- Check emissions using a fully calibrated flue gas analyser

- Check of the inlet and working gas pressure
- Clean condensate trap
- Clean magnetic filter (if fitted)
- Clean inside of boiler case
- Gas rate if required
- Test of safety devices and all safety checks in line with Gas Safe guidelines

3.3. A gas tightness test will be performed in certain circumstances to ensure the property is free from gas leaks

3.4. The annual service will be arranged at a time and date convenient to you and in the

month of your contract renewal. Unless otherwise arranged with the contract holder beforehand.

3.5 The annual service will be carried out Monday to Friday between 8 am and 5 pm unless otherwise agreed by The Sussex Heating Care Company Ltd

4. System Water Quality Check

4.1 We will complete a test to check the quality of system water and determine the appropriate treatment to ensure the system works at optimum efficiency, and the boiler is fully protected.

4.2 Results of the test may require additional work to be carried out on the boiler that may or may not be included depending on the plan that you are on.

5. Annual Carbon Monoxide Test

5.1 We will complete a test to check all carbon monoxide detectors in the property are

working correctly once per year

5.2 If no carbon monoxide testers are present in the property we can supply and fit one

6. Priority Callouts

6.1 We will endeavour to attend all breakdowns within the timeframes below based on your plan:

Repair Plus Plan: Same day

Warranty Plus Plan: Same day

Complete Plus Plan: Same day

6.2 In the event of a breakdown being reported on Saturdays, Sundays, Bank Holidays or after 5 pm, we endeavour to attend the property within the timeframes below based on your plan:

Repair Plus Plan: Next working day

Warranty Plus Plan: Next working day

Complete Plus Plan: Next working day

6.3 The timeframes outlined above are subject to workload and availability

7. Exceptions

7.1 Any breakdown that is caused by sludge, scale or system deposits will not be covered – this will be confirmed by an independent water quality test if required (chargeable to customer if it fails)

7.2 Any breakdown that is a result of a problem with the water mains, electrical grid or gas main/meter. Including having no credit on a gas meter.

7.3 Pre-existing faults and defects in the design or installation of the system.

7.4 Any breakdowns caused by blocked drains backing up into the boiler.

7.5 Replacement of cosmetic parts such as boiler casings and covers

7.6 Faults caused due to the fabric of the building, for example, pipes in walls bursting due to subsidence

7.7 Any defects caused due to malicious actions, misuse or third-party interference.

7.8 Any defect caused by; fire, flood, lightning, explosion, storm, frost, terrorism or the impact of any other extraneous cause.

7.9 We will not be held responsible for delays in the provision of parts from suppliers or

delivery firms

7.10 Complete Plus cover will be subject to a water quality test and power flush if required.

8. Missing / Cancellations of Appointments

8.1 If customers that have arranged a breakdown callout or annual service are not at the property when the engineer attends during the allotted time period, a rebooking amount of £50 is charged to re-attend.

8.2 Customers must give 24 hours' notice to change an appointment date/time otherwise a rebooking fee will be charged

9. Use of Subcontractors

9.1 We reserve the right to use subcontractors to carry out any breakdowns or annual services.

All subcontractors will be Gas Safe registered and vetted by us for suitability

10. Period, Renewal and Payment Contract

10.1 This contract is valid for a period of 1 year (12 months) from the date the first direct debit is collected

10.2 The contract will be automatically renewed into a monthly rolling contract unless instructed by the customer to cancel. The customer must give notice no later than 14 days before the renewal date

10.3 We reserve the right to cancel the renewal of any contract without giving a reason.

10.4 In the event of non-payment of the Direct Debit cover will be suspended until the

account is brought up to date and no works will be carried out

10.5 The contract is cancelled if the customer misses 3 consecutive payments without

contacting after the initial 12 months period.

10.6 We reserve the right to cancel any policy at any time if a customer is found to have

broken any terms in these conditions.

10.7 We reserve the right to increase monthly payments at our discretion, giving the customer 14 days' notice of any changes.

11. Certificates

11.1 All certificates will be held electronically by The Sussex Heating Care Company

11.2 Customers can request copies of any certificate at any time via email without charge.

11.3 Customers can request a hard copy of any certificate subject to a printing and postage charge of £5.

12. Cooling Off Period

12.1. Customers are entitled to a full refund within 14 days of signing the contract.
Any

breakdowns within this cooling-off period will be charged at the full amount in the event of cancellation