

Plan Summary

Boiler Service

This Plan provides a Boiler Service for homeowners.

A summary of what is and is not included under the Plan is set out below.

✓ What is Included

A full gas boiler service which will include the following:

- ✓ A full inspection of the entire chimney structure Inspection and, where necessary, cleaning of the burner, combustion chamber, any injectors and heat exchanger Inspection of ignition devices i.e. pilot lights and/or spark and flame sensing electrodes
- ✓ Checking the integrity of all seals and gaskets
- ✓ Ensure that any condensate traps and drains are free from debris
- ✓ Testing the appliance in accordance with manufacturer's instruction to ensure:
 - The heat input and/or operating pressure are correct
 - The effectiveness of the flue
 - That all ventilation requirements are to current standards
 - The correct operation of all safety devices and that the boiler is safe for continuous use
- ✓ A final combustion analysis and measurement against tolerances set by the manufacturer's instructions
- ✓ A test of all disturbed gas connections.
- ✓ Carry out functional testing of heating and hot water
- ✓ A visual inspection of any other encountered gas appliances Written notification of any gas safety defect which may affect the safe operation of your appliances
- ✓ An assessment of your current heating controls and best practice advice regarding energy efficiency

✗ What isn't Included

Main Exclusions

- ✗ Plumbing and heating breakdowns or problems
- ✗ Any maintenance or remedial work
- ✗ A test of the gas installation pipework (unless there is a known or suspected escape of gas)
- ✗ The cost of remedial work, repair or parts needed for any fault which is found before or during the boiler service

Continued overleaf...

About your Boiler Service

We will contact you to arrange for an engineer to service the gas fired boiler to statutory requirements, manufacturer's recommendations and relevant codes of practice. Boiler services are normally undertaken Monday to Friday, 9am to 5pm, excluding bank holidays.

If there is a gas leak, you should first call the National Gas Emergency Service immediately on **0800 111 999**

Who is eligible for this plan?

This plan is for homeowners. Let or sub-let properties, mobile/park homes, dedicated business premises and council/housing association properties are not included.

How do I cancel the plan?

If this plan no longer meets your needs and you'd like to cancel, please contact us by telephone or in writing. You may cancel your plan at any time. You will receive a full refund if you cancel within the cancellation period as long as no work has been performed under the plan. If you have had work completed under this plan or if we have made three attempts to contact you to make an appointment there will be no refund.

When does the plan start and end?

The plan will start from the date your application is processed and run for 12 months. Your plan dates are shown on your Plan Schedule.

For more information please see your Terms and Conditions.