



## **BOILER MAINTENANCE COVER**

### **TERMS AND CONDITIONS**

#### **What IS covered?**

- Full parts and labour up to a value of £500 including VAT for any one claim/Fault if your System breaks or needs repair
- An annual service of your System
- If your boiler becomes obsolete or uneconomical to repair, 1<sup>st</sup> Call will deduct £200 from the cost of a new boiler installation carried out by 1<sup>st</sup> Call

#### **What is NOT covered?**

- Upgrades which you may want to have carried out to improve your appliance or system;
- Replacing or repairing the heat exchanger including plate heat exchangers (except domestic hot water secondary plate heat exchangers housed within a domestic combination boiler), sacrificial anodes and/or other non-sacrificial means of protection
- Removing sludge or hard-water scale from your appliance or system;
- The provision of corrosion inhibitor or other water treatment chemicals;
- Secondary circulation (bronze) pumps; and the means of conveying hot water from the appliance or hot water cylinder to the hot water taps.
- Any work or materials required to rectify an electric immersion heater.
- Flues which have failed due to age and fair wear and tear
- Damage caused by failure of the flue and flue seals
- Pressurisation units;
- Any routine overhaul/ maintenance of unvented hot water components or fan convector radiators;
- Any control wiring or other matters buried within the structure of the building;
- Work on or replacement of non standard complex micro processor controls or building management systems;
- Repairing or replacing parts of your primary heating/hot water system that are buried within the fabric of the premises or under Concrete floors, where no purpose provided access panels have been provided such as pipework, underfloor heating system pipework coils and warm air ducting.
- The lifting and replacement of soft floor coverings such as carpets, vinyl, laminates and carpet tiles, as well as the removal of any decorated paneling boxing or fitted furniture such as kitchen cabinets, shelving or wardrobes. Where agreed with the customer we will endeavor to open, lift or remove such coverings or materials with as little disturbance or damage as possible to gain sufficient access to carry out our work but we will not be responsible for any

re-decoration or professional re-fitting required on completion of that work;

- Any situation where, due to health and safety, a specialist person is required, e.g. where asbestos is present, removing asbestos associated with repairing the appliance or system.
- Cash alternatives instead of service, maintenance or repair;
- Beginning or continuing services where we reasonably consider that there is a health and safety risk, including the presence of dangerous materials, infestations, or harassment of our staff (including verbal or physical abuse). We will not start work again until there is no longer a risk to health and safety;
- Replacing any batteries for your Thermostat and/or Heating controls; and Maintenance of the internet connection in your premises or repairing of your controls.
- Any claim arising out of circumstances known to you before your service agreement commencement date.
- Any costs/activities in Excess of the Claims Limit or any specified limit subject to your service agreement.
- Any claim resulting from defective installation / failure to properly service in accordance with manufacturers guidelines or are subject to manufacturers recall.
- Any design defect or any repair that is rendered, in our opinion, either difficult or impossible due to problems with the access needed to facilitate the repair. This includes the full drain-down of a central heating system.
- Replacing lead, steel or iron pipes, rusting, corrosion, general wear and tear and/or gradual deterioration.
- Cosmetic Damage - damage that just affects the appearance but not the function of the covered

appliance, including but not restricted to; scratches, dents, chips or minor damage.

- Any defect, damage or Breakdown caused by malicious or willful action, negligence, misuse or third-party interference i.e. RF Frequency, including any attempted repair or modification to the elements covered by this service agreement, which does not comply with British Standards;
- The costs of any work carried out by you or a Tradesperson are not authorised by us in advance;
- Any loss arising from subsidence, bedding down of new structures; - demolition or structural repairs or alterations to the property; - faulty workmanship or the use of defective materials;
- Gas fires, solar panels or 'green' or 'renewable energy' systems unless specified
- Electric central heating systems.
- Warm air central heating systems
- Any problems relating to plumbing pipework and heating condensate pipes freezing, caused by cold weather conditions.
- Normal day-to-day maintenance for which you are responsible, for example: re-pressurising or balancing of the central heating system, adjustments to the timing, temperature and other controls of the central heating boiler inc battery replacing, venting (bleeding) of radiators, or the addition of corrosion inhibitors.
- Damage caused while your home is unoccupied.
- Damage arising as a result of disconnection from, re-connection to or interruption of the gas, electricity or water mains services to your home.
- Supplying replacement taps for basin, bath, Kitchen sinks and showers however labour to fit is covered.
- Any issues with any designer radiators, we will stand to the value of standard radiators only



1<sup>st</sup> Call Gas Services Ltd  
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Dear Customer,

Thank you again for your interest in our Boiler Maintenance Cover if your in agreement with everything outlined in the above Application Form and T&C's, please continue to sign and date accordingly and return the documents to us.

Once received we will review this at our earliest convenience and come back to you with any queries.

Name .....

Address.....

.....

Signature .....

Date .....

Yours sincerely

**1<sup>st</sup> Call Gas Services Ltd**

**Trading As**

**1<sup>st</sup> Call Services**