



1st Call Gas Services Ltd
3 Westbrook Court
Sharrow Vale Road
Sheffield, S11 8YZ

Tel: 0114 272 2586
E-mail: customerservices@1stcallgas.com
www.1stcallsvc.com

Dear Customer,

Boiler Maintenance Cover

Further to your enquiry, listed below are details of our Boiler Maintenance Cover Packages. In addition to the terms set out below, the following are deemed to be incorporated to the contract formed between 1st Call Gas Services Limited (“1st Call”) and you on acceptance of our Boiler Maintenance Cover.

Please read through this document carefully and select the appropriate level of cover by ticking the relevant box below:

Service Cover (£9.00)

Basic Cover (£17.00)

Full Cover (£23.00)

BENEFITS

- No nasty repair bills
- Fast and reliable service
- Cover for Landlords – this is available for Landlords who let a property for domestic purposes and is only available on the full cover option unless the appliance covered is under manufacturers’ warranty. It includes an annual Gas Safety Certificate for the property covered.
- No call out excess to pay.
- We will contact you automatically 1 month prior to your service.
- Labour on all plumbing repairs

AVAILABLE OPTIONS

- **Service Cover - £9.00 per month**
This is just an annual Service Cover that gives you a boiler service and a gas safety inspection for only £9.00 per month.
- **Basic Cover - £17 per month**
Our Basic Cover option gives you the same as our Service Cover but with added piece of mind that your boiler and controls will be covered in the event of a breakdown for only £17.00 per month. The parts and appliances covered in this option are: an annual service on your chosen appliance and gas safety inspection, all components internal to your appliance and all electrical and manual controls to your heating system.
- **Full Cover - £23 per month**
All the above but with the added cover of radiators, plumbing, gas pipe work and all drainage above ground level. For landlords this option also includes an annual Gas Safety Certificate for only £23.00 per month. The parts and appliances covered in this option are: an annual service on your chosen appliance and gas safety inspection. All components internal to your appliance and all external controls and component, radiators and valves, Gas installation pipe work, heating pipes, hot and cold plumbing and all drainage above ground.

Please fill out the details below (please use additional pages if more than one property is to be included in the cover):

Property Address:	
Make and Model of Boiler:	
Age of Boiler (if known)	
Date of Last Service (if known)	
Your Full Name:	
Contact Telephone Number(s):	
Email Address: <small>*Needed for DD Monthly Payments (GoCardless)</small>	

Please confirm that your appliance has been serviced regularly and provide the latest Gas Certificate
(we may need to arrange a service prior to cover commencing which is chargeable at the normal service cost)

Please tick this box to confirm that you are not aware of any existing faults with your System

Payment

The price per property shall be the relevant sum outlined as above. The price is an annual fee payable in 12 monthly installments and shall be collected by direct debit through GoCardless, on the 5th day of each month. * You must have a valid email address for GoCardless DD Payments. There is an option to pay annually, please enquire on application.

Term

The Contract will commence on the date the first monthly direct debit payment is received by 1st Call following, if required, a satisfactory inspection of your System. The Contract will automatically renew on the anniversary of the date of the Contract unless it is terminated as set out below.

Cooling Off Period

You have the right to cancel the Contract within seven working days of its commencement by written notice to 1st Call. Any monies paid to 1st Call shall be refunded in full within 14 working days of receipt of that notice.

Termination

The Contract can be terminated by:

1. 1st Call, immediately and without notice to you, if GoCardless cancels your DD or a payment is not received by the date on which it is due;
2. 1st Call on written notice to you if your System has become uneconomical to repair or parts become obsolete (in 1st Call's reasonable opinion) or if you have provided 1st Call with false information relating to your System; or
3. You by written notice to 1st Call.

On service of written notice by 1st Call the Contract shall end on the last day of the month in which the notice was served.

On service of written notice by you the contract shall end on the last day of the month in which you serve that notice, unless terminated earlier by 1st Call in accordance with point 2 above.

Limitation of Liability

Except as set out in this document, all warranties, conditions and other terms implied by statute or common law are, to the fullest extent permitted by law, excluded.

1st Call shall not be liable for any loss of profit, or any indirect or consequential loss. 1st Call's total liability in respect of all other losses shall not exceed the sum of £700.00.

Nothing in these terms shall limit or exclude 1st Call's liability for fraud or fraudulent misrepresentation, or for death or personal injury caused by its negligence, or the negligence of its employees, agents or sub-contractors.

Quality of Goods

1st Call shall not be liable for any products used by 1st Call failing to be fit for purpose if the failure arises:

- Because you fail to follow 1st Call's instructions as to the use or maintenance of the products.
- Because of you or a third party altering or repairing the products without the consent of 1st Call; or
- As a result of fair wear and tear, willful damage or negligence.



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, 1st Call will deduct £200 from the cost of a new boiler installation carried out by 1st 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 redecoration or professional re-fitting required on completion of that work;

Read T&C's

- 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 re-pairing 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



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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

1st Call Gas Services Ltd

Trading as

1st Call Services