

Hydroheat Cover Plans: Terms and Conditions

General terms and conditions for all Contracts

- Cover plans are for the duration of one year, renewable after that time.
- The cover will commence from date of the application being accepted and the contract being signed by both parties.
- Boiler breakdowns in the first 14 days of cover are not included.
- The price will not change during the period of the contract unless the government introduces a change in the relevant tax. We will always inform you of any changes to your price or direct debit instalments.
- Nearing the end of your contract, we will contact you to tell about any changes to the contract or prices for the next year.
- If you pay by direct debit, your contract will be automatically renewed unless you write to inform us you do not wish to renew.
- Our contracts are only available for domestic appliances, systems and controls used inside your home. If you own a domestic property that you rent out, our contracts are available for your tenanted property.
- We will respond in a reasonable time, if we are unable to due to reasons beyond our control, we will contact you as soon as possible to book an alternative appointment.
- It is your responsibility to allow our engineers access to your property. Failure to do so will mean we will be unable to carry out our work and you will need to book another appointment. If another appointment is not made, or we cannot gain access, the Contract will continue even though we have not carried out the work. If no further appointment is made and we are still unable to gain access, we may write to inform you we have cancelled your contract.
- Our engineers will need to be accompanied in the property at all times by someone aged 18 or over. Proof of age may be asked for.
- We may have to advise you of, and carry out, repairs and improvements needed to ensure the safety of your system and appliances and to ensure they comply with current gas safety regulations. Failure to follow our advice may mean we are unable to fulfil our contractual obligations. Should this happen, the contract will continue to run until cancelled, in writing, by us or yourselves.
- We do not stock parts for all boilers and may need to order parts from our parts centre. We will do our utmost to acquire parts as soon as possible.
- In some cases we may ask a qualified contractor to attend.
- We guarantee our workmanship for one year.
- You need to notify us as soon as possible if you are moving. Failure to do so may mean you will not be covered should you need to claim at your new property. Once we have been informed of your new address details we will transfer the contract and arrange a service in your new home.
- Your first service will be carried out within the first 2 months of being accepted.
- Services will usually be carried out around 12 months from the last service. In times of cold weather we may need to rearrange your annual service in order to prioritise breakdowns.
- Should you suffer a system or appliance breakdown in the 3 months prior to your annual service, we may carry out the service at the same time as the repair.

Cancellations

- You may cancel the contract with us at any time. You must notify us in writing if you wish to cancel.
- Cancelling the direct debit without informing us will not cancel your contract with us.
- If you cancel within the first 14 days of receiving written confirmation of your contract with us, we will issue a full refund of the money you have paid unless a repair has been carried out. In this case cancellation charges may apply.
- If you choose to cancel after the first 14 days of receiving confirmation of your contract with us, we will issue you with a refund of any monies you have paid for the time left to run on your contract after the point of cancellation unless a repair has been carried out. In this case cancellation charges may apply.
- If you choose to cancel the contract you have with us part way through and have had work completed in respect to that contract we may charge you a contribution towards the costs we have incurred but have not yet recovered.
- If you cancel part way through after having a boiler/central heating repair we will charge you for the costs we have incurred.

Our cancellation rights:

We may cancel your contract in these following circumstances

- If you have provided us with false information
- If you do not make an agreed payment
- If we find something to be wrong at the first service
- If there are any health and safety issues
- You do not provide us with access to your property where required (as set out in **General terms and Conditions**)
- If we are not reasonably able to find parts for your system or appliance
- If repairs or improvements that we inform you are required are not completed

If we cancel at the first service we will issue you with a full refund of any money you have paid. If we cancel any time after the first service we will refund any money paid for time left on your contract after the point of cancellation.

General exclusions that apply to all contracts

- We are not responsible for the costs of repairs or the cost of gaining access to make repairs where there are design faults (unless we are responsible for these design faults), faults that existed before your contract with us began or faults that could not be identified on the first service of your system or appliance e.g. incorrectly installed pipes that lay under concrete floors.
- The cost of repair of accidental damage caused by you is excluded.
- Should work be undertaken on your appliance or system by a third party, whether or not it was done following our advice, that results in damage to your system or appliance due to poor workmanship then the cost of repair on any such damage is not be included in your contract.

- Unless caused by us, we are not responsible for any loss/damage to any of your property as a result of your system or appliance failing/breaking e.g. water damage from leaks, cleaning needed or damage to fixtures and furniture.
- Where access has to be made to your appliance and system in order to carry out a repair, we will fill any holes and leave to surface level but we will not replace the original surface or construction e.g. redecoration
- We do not include the repair or replacement of appliances and systems where the damage has been caused by freezing weather conditions, subsidence, structural repairs, accident, fire, lightning, explosion, flood or storm.
- We have a limit of £500 on any repair or on-going repair. If this limit is exceeded within 1 year we will ask you to pay the balance.
- No one except you will be able to benefit from your contract with us. It cannot be passed to anyone else without our written consent.
- Any costs over £500 to gain access to your system, built in appliances, buried pipework or wires to make any repairs and refill any holes made during the process are not included in your contract.
- We do not include the replacement of appliances, cylinders, bathroom fixtures, showers, and sanitary ware except those that are stated as being included in your contract.
- Replacement of warm air and vents, grills or ducts are not included in any contract.
- We do not include any upgrades which you may want to have to improve your appliance or system.
- We do not include the repairing of damage caused by scale or sludge, if we have told you that work to remove scale or sludge or preventative measures needs to be undertaken.
- We do not include specific zoned under floor heating, unless agreed in your contact.
- We will not replace or repair parts that do not affect how the system or appliance works or decorative or specialist parts.
- We will not repair or replace any flues, other than room sealed flues up to 1m.
- We will not rerun a new gas pipework supply but in our Hydroheat Cover Plan 3 we will repair a supply.
- We do not include callouts to reset controls e.g. programmers and thermostats following changes due to winter or summer or daylight savings time.
- We do not include the removal of any asbestos associated with repairing the system or appliance. When you have had any asbestos removed you must provide us with a clean air certificate which, by law, the person removing the asbestos must provide you with, before we will do any further work on your property.
- We do not accept any cash alternatives for services, maintenance or repair.
- We do not include the cost of repairing damage or breakdowns due to any problems or changes to gas, water or electricity services.
- We do not include commencing and/or continuing work or services where we consider that there is a reasonable health or safety risks. These include: the presence of hazardous materials, infestations, harassment of our technicians or personnel including physical or verbal abuse. We will not continue our work until the health and safety risk has been rectified to our satisfaction.
- If radio frequency allocations are altered by third parties, and interference to your system or its controls occurs, we cannot accept any responsibility for any resulting loss or damage you incur.
- We do not include the replacement of any batteries for your system controls.
- We are not responsible if you subsequently have broadband installed that interferes with any wireless controls we have installed.

Hydroheat 1
Boiler Cover

- Includes an annual service of any appliance in your plan and a landlord safety certificate if you require one.
- Includes parts and labour for your appliance, as long as they are available at the time they are required.

Hydroheat 2
Boiler or warm air & controls cover

- Includes one annual service of any appliance in your plan and a landlord safety certificate if you require one.
- Includes parts and labour for your appliance and controls {not including radiator valves}, as long as they are available at the time they are required.
- Controls may have to be replaced with a suitable replacement if the original is not available.

Hydroheat 3
Boiler controls and system cover

- Includes one annual boiler service and a landlord safety certificate if you require one.
- Includes parts and labour for your appliance and controls, as long as they are available at the time they are required.
- Controls may have to be replaced with a suitable replacement if the original is not available.
- Includes replacement radiators, radiator valves.
- Includes repair of any leaking pipework in your heating system only.
- Includes a repair of a leaking gas supply.