



JUST HEATING LTD

Oil, Gas and LPG Central Heating Specialists

TERMS AND CONDITIONS

Boiler and Heating Service and Repair Plan Policy

1.0 Definitions and Scope of Cover

1.1 Boiler Service Plan

The cover includes an annual boiler service.

For landlord service plans, a gas safety inspection and certification are also included.

Service plan holders will receive same day priority appointments in the event of a breakdown.

Service plan holders are eligible for a 10% discount on our normal rates for both labour and parts.

1.2 Boiler Repairs

The cover includes labour and materials for repairing or replacing faulty boiler components within its casing.

Service plan holders will receive same day priority appointments in the event of a breakdown.

1.3 External Controls

The cover includes labour and materials for repairing or replacing faulty central heating components fitted externally to the boiler including: heating expansion vessel and pressure relief valves, central heating circulation pump, motorised valves, programmers and thermostats.

1.4 Hot Water Cylinder

The cover includes labour and materials for repairing or replacing faulty hot water cylinder components including: Immersion heater, hot water expansion vessel and pressure relief valves, inlet control valve and cold water storage tank.

1.5 Radiators and Pipework

The cover includes labour and materials for repairing or replacing faulty central heating pipework, radiators and valves.

2.0 Level of Cover

2.1 To activate any repair cover to the service contract, one of our engineers will need to service the boiler and inspect the system. Any defects found will need to be rectified prior to cover being put in place. Should our engineer deem the boiler or heating system unsuitable, a service charge will apply.

2.2 Parts required at the initial visit will be chargeable.

2.3. We do not offer out of hours cover for evenings, weekends and bank holidays.

2.4 We will endeavour to respond to breakdowns the same day subject to work load and labour availability. The appointment must be booked before 10.00am on a working day.

3.0 Period of Contract

3.1 The contract is valid for one year from the date the service contract was first taken out.

3.2 If paying monthly, a minimum of 12 monthly payments are required in any one year.

3.3 If the monthly direct debit is cancelled during the contract period, the outstanding amount will be invoiced for immediate payment.

4.0 Payment and Renewal

4.1 Payment for the service contract is made by a recurring annual payment or monthly payments. All payments are collected via direct debit.

4.2 The service contract will be renewed automatically unless we are notified in writing at least one month prior to the service plan package renewal date.

4.3 Just Heating Ltd, at its discretion, may refuse to offer renewal of any service contract.

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5.0 Change of Ownership

- 5.1 If the ownership of the premises in which the appliance covered by this service contract changes, the new owner shall have the benefit of the service contract for the remaining period of the contract.
- 5.2 No refund will be given for the unexpired part of any service contract.

6.0 Provision of Spare Parts

- 6.1 Just Heating Ltd may supply and fit adequate replacement parts or components which are not the same as the parts being replaced.
- 6.2 Just Heating Ltd shall not be held responsible for any delay in the provision of spare parts by suppliers.
- 6.3 This service contract does not include the replacement of the central heating appliance or hot water cylinder in the event of spare parts or components not being reasonably available or the unreliability of the appliance.
- 6.4 Our service plans offer a maximum of £750 parts and labour cover per year and limited to £375 within the first 6 months of enrolment. Should the unlikely event occur that costs may exceed the maximum amount allowed for within your service plan, we will advise you of the additional costs.

7.0 Condition of the Central Heating System or Other Appliances

- 7.1 Acceptance of a central heating system or any appliance or system component on to a service contract does not imply that it is installed satisfactorily or to the prevailing standards of Just Heating Ltd.
- 7.2 Just Heating Ltd will not accept responsibility for any inadequacy or fault attributable to the original design and makes no warranty of fitness for purpose and condition.

8.0 Limitations of Obligations

- 8.1 Just Heating Ltd shall not be liable if it is unable to carry out its obligations under the service contract due to industrial disputes or Force Majeure.
- 8.2 Just Heating Ltd shall not be liable for the cost of temporary secondary heating, expenses or temporary accommodation costs.
- 8.3 Just Heating Ltd shall not be liable for costs arising from the failure of the appliance or component under cover, including damage caused by oil or water leaks.

9.0 General Exclusions

- 9.1 Faults existing prior to cover being taken out.
- 9.2 A replacement boiler or hot water cylinder if it is beyond economical repair.
- 9.3 Faults arising from the failure of the gas, oil, electricity or water supply.
- 9.4 Oil tanks, oil lines and components on the oil line.
- 9.5 Faults arising from running out of oil or contaminated oil.
- 9.6 Gas boilers more than 12 years old and oil boilers more than 20 years old are not eligible for Boiler Repair cover.
- 9.7 The gas supply pipe and the size of the pipe.
- 9.8 The whole flue system or any part and its connections.
- 9.9 Power flushing.
- 9.10 Replacing or topping up the system inhibitor unless we have drained it.
- 9.11 Plumbing work to domestic hot, cold and waste pipework.
- 9.12 Plumbing items such as showers and taps.
- 9.13 Resetting your controls or replacing the batteries.
- 9.14 Any parts that are designed specifically for underfloor heating.
- 9.15 Supply of curved or designer radiators.
- 9.16 Electrical elements in radiators.
- 9.17 The replacement of decorative parts.
- 9.18 The fabric of the building or any pipework and flue buried in it and associated costs for accessing buried pipework and making good afterwards.
- 9.19 Any defect caused through malicious or wilful action, negligence or third-party interference.
- 9.20 Any defect or damage caused by fire, lightning, explosion, flood, storm, wind, frost or impact.
- 9.21 Consequential damage or loss arising as a result of a defect occurring in the central heating appliance or system unless the it is attributable to the negligence of Just Heating Ltd.
- 9.22 Faults caused by alterations to the central heating system after the service plan has been taken out, unless the works have been carried out by Just Heating Ltd.
- 9.23 Descaling and any work arising from hard water scale deposits or from damage caused by aggressive water or ingress of debris from the water supply.
- 9.24 Damage caused by internal corrosion, central heating system debris or poor quality system water. Additional system inhibitors are at extra cost.
- 9.25 The routine topping up of sealed system pressure.
- 9.26 Removal of asbestos associated in repairing the appliance or system.
- 9.27 Replacing limescale reducer filters, resin media and siliphos crystals.
- 9.28 Repairs to faulty gas appliances identified in the landlord gas safety inspection with the exception of the gas boiler where boiler repair cover has also been taken out.



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