

Heat-care plan - Homeowner

Key Features

The Service includes :

- An 'initial inspection' by **gas-elec** to include a boiler service and check of the central heating system (NB : 2nd boilers do incur an additional charge).
- Repair of gas boilers & central heating systems that breakdown including controls, pump, fan, gas valves, motorised valves, thermostats, timers, temperature & pressure sensors for 12 months.
- As this is not an insurance service, **for each breakdown a single Fixed Repair Fee of £25 + VAT** will be charged in respect of the initial callout, parts, labour & VAT
- Requests for Callouts are accepted directly from you or your authorised representative, 24/7 to the **Heat-care** freephone number **0800 520 0420** or email Heat-care@gas-elec.co.uk
(Please note we reserve the right to refer requests for engineer attendance, to you, the client e.g. where appointments are not kept, where reported 'faults' are not valid breakdowns e.g. setting of timers, thermostats and/or repressurisation of boilers/CH systems)
- Completion of a repair is dependent on the nature of the fault and availability of parts.
- Most Postcodes in the UK are covered but you will be advised before an Order is taken if it is not.
- There is no age limit on boilers valid for the Repair Service but this at the discretion of the engineer who carries out the initial inspection.

The Service excludes :

- Breakdowns that arise in the first 14 days of the Service period
- Where residents are unable to use the boiler or central heating system due to lack of User Manuals or inadequate explanation of basic boiler / system operation.
- Repair of individual radiators including radiators that need bleeding, repair of leaks on radiators and radiator valves, repair of leaks on central heating pipework.
- Immersion heaters and other hot water storage cylinders, underfloor heating systems, heated towel rails, feed & expansion tanks, ball valves and flue systems.
- Malicious or accidental damage to boiler and central heating components and pipework
- Boiler & central heating systems that have been worked on by people not authorised by **gas-elec**
- Repairs to, or replacement of, heat exchangers
- Repairs to boilers or central heating system where parts are obsolete and no longer available
- Damage to the boiler or central heating system caused by build up of scale or sludge
- Boilers that are deemed to be beyond economical repair
- Failure of the boiler or heating system due to failure of the gas supply or electrical installation

Other key features :

- During the Initial Inspection to be carried out only by a **gas-elec** engineer, remedial works (including new seals for example) maybe required before the boiler and central heating system are eligible for the Service. A Quote will be provided if such works are required. If the works are not carried out to the satisfaction of **gas-elec** such that the Boiler is not eligible for the Repair Service, a fee of £65.00 + VAT remains payable for the initial inspection and Boiler service.
- If the 'initial inspection' identifies that it is not possible to service the boiler due to its current condition, a minimum charge of £50.00 + VAT will be payable.
- This service does not automatically renew ; please contact **gas-elec** to renew this service

(For full Terms & Conditions, call **0800 587 9999** or email Heat-care@gas-elec.co.uk)