

# Elements Heating Installations Boiler Service Plans Terms and Conditions.

We understand that terms and conditions are often extremely difficult to understand due to how they are written. We have tried to keep our Boiler Service Plans terms and conditions extremely clear so you know exactly what is and isn't covered.

## 1. Scope of Contract

1.1 Elements Heating Installations will provide the level of cover described within the 'Plan Summary' below subject to an initial chargeable service and inspection.

1.2 When referring to 'We' this refers to Elements Heating Installations

1.3 This contract is strictly a maintenance contract and is not an insurance policy. Elements Heating Installations is therefore not regulated by the FCA.

1.4 This plan is intended for domestic boilers only and will only carry out works at residential

properties

## 2. Our Plans

### 2.1 Bronze Heating System Package

Here is what is included in our Bronze Heating System Package:

- Annual Boiler Service
- Replacement Parts at cost
- Loyalty Discount on System Upgrades (Labour only)

### 2.3 Silver Heating System Package

Here is what is included in our Silver Heating System Package:

- Annual Boiler Service
- Replacement Parts at cost
- Loyalty Discount on System Upgrades (Labour only)
- Oil Boilers
- LPG Boilers

### 2.3 Gold Heating System Package

Here is what is included in our Gold Heating System Package:

- Annual Boiler Service
- Replacement Parts at cost
- System Upgrades At Cost
- System Replacements At Cost
- Oil Boilers
- LPG Boilers
- Unvented Cylinders
- Out of hours boiler services

## 3. Components of the System

3.1. Your heating system is made up of a number of different components. The components of

the heating system covered within each plan are as follows:

### 3.2 Bronze Heating System Package

- Boiler and all internals
- Circulation pump
- Timer/thermostat
- Pressure controls
- Heating pipework

### 3.2 Silver Heating System Package

- Boiler and all internals
- Circulation pump

- Timer/thermostat
- Pressure controls
- Heating pipework

### 3.2 Gold Heating System Package

- Boiler and all internals
- Circulation pump
- Thermostatic radiator valves
- Timer/thermostat
- Pressure controls
- Radiators
- Heating pipework
- Hot water cylinder (including unvented) and expansion tank
- All gas supply pipes

Below you will find information on each of the benefits within our service plans. Please refer

back to 'Our Plans' above to see which items below are included in each plan.

## 4. Annual Service

4.1. One of our Gas Safe qualified engineers will perform the service and safety check in line

with manufacturers instructions

4.2. Included in this service/safety check, we will perform the following as a minimum:

- Check emissions using a fully calibrated flue gas analyser
- Check of the inlet and working gas pressure
- Clean condensate trap

- Clean magnetic filter (if fitted)
- Clean inside of boiler case
- Gas rate if required
- Test of safety devices and all safety checks in line with Gas Safe guidelines

4.3. We will also inspect the radiators, hot water cylinder and other components for leaks or

defects

4.4. A gas tightness test will be performed in certain circumstances to ensure the property is

free from gas leaks

4.5. The annual service will be arranged at a time and date convenient to you and in the

month of your contract renewal. Unless otherwise arranged with the contract holder beforehand.

4.6 The annual service will be carried out Monday to Friday between 9 am and 5 pm unless

otherwise agreed by Elements Heating Installations

## 5. Annual System Water Test

5.1 We will complete a test to check the quality of system water and determine the appropriate treatment to ensure the system works at optimum efficiency, and the boiler is

fully protected.

5.2 Results of the test may require additional work to be carried out on the boiler that may or

may not be included depending on the plan that you are on.

## 6. Annual Carbon Monoxide Test

6.1 We will complete a test to check all carbon monoxide detectors in the property are

working correctly once per year

6.2 If no carbon monoxide testers are present in the property we are able to fit for free

## 7. Priority Callouts

7.1 We will endeavour to attend all breakdowns within 24 hours

7.2 In the event of a breakdown being reported on Saturdays, Sundays, Bank Holidays or after

6 pm, we endeavour to attend the property as soon as possible

7.3 The timeframes outlined above are subject to workload and availability

## 8. Breakdown Labour Discount

8.1 Customers have the right to discounted breakdown labour based on their plan as outlined

below:

Bronze Heating System Package: 4 Callouts per year

Silver Heating System Package: 4 Callouts per year

Gold Heating System Package: 4 Callouts per year

8.2 Parts will not be covered and will be chargeable in full

## 9. Out of Hours Boiler Service

9.1 Customers have access to booking boiler services outside standard trading hours giving

access to evenings up until 8 pm

9.2 The timeframes outlined above are subject to workload and availability

## 10. Loyalty Discount on Other Services

10.1 We offer other services within Elements Heating Installations that include:

- System upgrades
- System replacements

As a Boiler Service Plans customer you receive the following discounts:

Bronze Heating System Package: Upgrades to system at cost

Silver Heating System Package: Upgrades to system at cost

Gold Heating System Package: System upgrades and replacements at cost

## 11. Exceptions

11.1 Any breakdown that is caused by sludge, scale or system deposits will not be covered - this

will be confirmed by an independent water quality test if required (chargeable to customer if

it fails)

11.2 Any breakdown that is a result of a problem with the water mains, electrical grid or gas

main/meter. Including having no credit on a gas meter.

11.3 Pre-existing faults and defects in the design or installation of the system.

11.4 Any breakdowns caused by blocked drains backing up into the boiler.

11.5 Replacement of cosmetic parts such as boiler casings and covers

11.6 Faults caused due to the fabric of the building, for example, pipes in walls bursting due to

subsidence

11.7 Any defects caused due to malicious actions, misuse or third party interference.

11.8 Any defect caused by; fire, flood, lightning, explosion, storm, frost, terrorism or the impact

of any other extraneous cause.

11.9 We will not be held responsible for delays in the provision of parts from suppliers or

delivery firms

## 12. Missing / Cancellations of Appointments

12.1 Customers that have arranged a breakdown callout or annual service are given an 4 hour

slot

12.2 Customers must give 24 hours notice to change an appointment date/time otherwise a

rebooking fee will be charged

## 13. Use of Subcontractors

13.1 We reserve the right to use subcontractors to carry out any breakdowns or annual services. All subcontractors will be Gas Safe registered and vetted by us for suitability

## 14. Period, Renewal and Payment Contract

14.1 This contract is valid for a period of 1 year (12 months) from the date the first direct debit is

collected

14.2 The contract will be automatically renewed into a monthly rolling contract unless

instructed by the customer to cancel. The customer must give notice no later than 14 days

before the renewal date

14.3 We reserve the right to cancel the renewal of any contract without giving a reason.

14.4 In the event of non-payment of the Direct Debit cover will be suspended until the

account is brought up to date and no works will be carried out

14.5 The contract is cancelled if the customer misses 3 consecutive payments without contacting after the initial 12 months period.

14.6 We reserve the right to cancel any policy at any time if a customer is found to have broken any terms in these conditions.

## 15. Certificates

15.1 All certificates will be held electronically by Elements Heating Installations

15.2 Customers can request copies of any certificate at any time via email without charge.

15.3 Customers can request a hard copy of any certificate subject to a printing and postage charge of £5.

## 16. Cooling Off Period

16.1. Customers are entitled to a full refund within 14 days of signing the contract. Any breakdowns within this cooling-off period will be charged at the full amount in the event of cancellation.