

SCHEDULE

BOILER MAINTENANCE COVER

Benefits

- No nasty repair bills
- Fast and reliable service
- Cover for Landlords – this is available for Landlords who let 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

TERMS AND CONDITIONS

What IS covered?

- Full parts and labour up to a value of £700 including VAT for any one claim 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?

- Claims arising from use of your equipment in a non domestic or commercial manner, unless previously agreed in writing
- Accident damage, theft, attempted theft, malicious damage, damage caused by fire or explosion, damage caused by misuse
- Claims arising from extreme weather condition such as floods, storms, frost & ice
- The cost of replacing any item that is intended to be replaced such as batteries, water filters and external fuses
- Any part not identified by the selected cover set out below
- Clearing system air locks, partially or fully blocked pipes, balancing and venting radiators and any problem related to water contamination or sludge in system.
- Claims arising from any supply issues (Gas, Water and Electric)
- Loss or damage by leaks and faulty equipment for which we are not responsible
- Exhaust system from the boiler
- Cosmetic damage such as scratch, dents and paintwork on covered items
- Cost arising due to difficulties accessing pipe work and equipment such as pipes concealed in boxing, concrete or walls
- Any water pressure adjustment on sealed systems, except those connected with either maintenance or repair work carried out by us
- Plugs, cables and mains external wiring
- Hot water cylinders exceeding 180 litres

- Unvented hot water cylinders
- Boilers exceeding 60 KW
- Any repair or service previously carried out which was not conducted by a professional person to current regulations and to normal trade standards
- Faults caused by equipment that is not installed as per manufacturers' instructions
- Any faults that were present before cover commenced
- Removal of sludge, debris and scale in heating and water systems (i.e. power flush)
- Full cost of replacing your boiler/covered appliance, should it be beyond economical repair or parts are no longer available
- Repairing/replacing flues that are not part of your boiler or other gas appliances (chimney/flue liners)
- Repairing or replacing parts of any under floor heating system, unless agreed in writing
- Gas escapes that have not been firstly reported to the National Gas Emergency Service on **0800 111 999**

AVAILABLE PACKAGES

Service Cover

This is just an annual Service Cover Package that gives you a boiler service and gas safety inspection for only **£7.00 per month**. The parts and appliances covered in this package are: an annual service on your chosen appliance and a gas safety inspection. We will contact you automatically 1 month prior to your service.

Basic Cover

Our Basic Cover Package 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. This package is **£14.50 per month**. The parts and appliances covered in this package are: an annual service on you chosen appliance and gas safety inspection, all components internal to your appliance and all electrical and manual controls to your heating system.

Full Cover

All the above but with the added cover of radiators, plumbing, gas pipe work and all drainage above ground level. For landlords this package also includes an annual Gas Safety Certificate. This package is **£19.50 per month**. The parts and appliances covered in this package are: an annual service on your chosen appliance and gas safety inspection. All components internal to your appliance and all external controls and components , radiators and valves, Gas installation pipe work, heating pipes, hot and cold plumbing and all drainage above ground. For any landlords this will also include an annual landlord's certificate.