

Gasrite Boiler 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 Plans terms and conditions extremely clear so you know exactly what is and isn't covered

1. Scope of Contract

1.1 Gasrite will provide the level of cover described within the Plan Summary below. However, there is an initial 30-day period where you cannot make a claim. This is to prevent claims for pre-existing problems and to keep premiums competitive for all our customers

1.2 When referring to 'We' this refers to Gasrite

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

1.4 These plans are intended for domestic boilers only and will only provide cover at residential properties

2. Plan Summary

2.1 'Service' Plan

Here is what is included in our 'Service' Plan:

- Annual Boiler Service
- Annual Carbon Monoxide Test
- Breakdown Labour Discount
- Loyalty discount for other non-related services

Please note that no heating components are included in this plan

2.2 'Service Plus' Plan

Here is what is included in our 'Service Plus' Plan:

- Annual Boiler Service
- Annual Carbon Monoxide Test
- Priority Call Outs
- Loyalty discount for other non-related services

The components of the heating system covered within the 'Service Plus' Plan are as follows:

- Boiler and all internals

2.3 'Service Premium' Plan

Here is what is included in our 'Service Premium' Plan:

- Annual Boiler Service
- Annual System Water Test
- Annual Carbon Monoxide Test
- Priority Call Outs
- Out of hours boiler services
- Loyalty discount for other non-related services

The components of the heating system covered within the 'Service Premium' Plan are as follows:

- Boiler and all internals
- Circulation pump
- Thermostatic radiator valves
- Timer/thermostat

3. Annual Service - All Plans

3.1. One of our Gas Safe Registered engineers will perform the service and safety check in line with the manufacturers instructions

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

- Check emissions using a fully calibrated flue gas analyser
- Check the inlet and/or working gas pressure
- Clean condensate trap
- Clean magnetic filter (if fitted)
- Clean inside of boiler case
- Gas rate if required
- Test safety devices in line with Gas Safe guidelines

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

3.4. A gas tightness test will be performed in certain circumstances to ensure the property is free from gas leaks

3.5. 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

3.6 The annual service will be carried out Monday to Friday between 9 am and 5 pm unless otherwise agreed by Gasrite

4. Annual System Water Test

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

4.2 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.

5. Annual Carbon Monoxide Test

5.1 We will complete a test to check all carbon monoxide detectors in the property are working correctly once per year

5.2 If no carbon monoxide detectors are present in the property we are able to supply and install if required

6. Priority Callouts

6.1 We will endeavour to attend all breakdowns within the timeframes below based on your plan:

'Service' Plan: Not applicable. 'Service Plus' Plan & 'Service Premium' Plan: within 24 hours

6.2 In the event of a breakdown being reported on Saturdays, Sundays, Bank Holidays or after 5:30 pm, we endeavour to attend the property within the timeframes below based on your plan:

'Service' Plan: Not applicable. 'Service Plus' Plan & 'Service Premium' Plan: Within 24 hours or next working day

6.3 The timeframes outlined above are subject to workload and availability

7. Breakdown Labour Discount

7.1 Customers have the right to discounted breakdown labour based on their plan as outlined below:

'Service' Plan: Unlimited

'Service Plus' Plan: Not applicable

'Service Premium' Plan: Not applicable

7.2. Where call outs are unlimited this is subject to fair use and adequate severity

7.3. Parts will not be covered and will be chargeable in full

8. Loyalty Discount on Other Services

8.1. We offer other services within Gasrite that include, but are not limited to:

- Boiler replacements
- Central heating system installations
- Fireplace Installation
- Gas safety certificates

As a Boiler Plan customer you receive the following discounts on the labour of our other services:

'Service' Plan: 10% Discount on all labour

'Service Plus' Plan: 10% Discount on all labour

'Service Premium' Plan: 10% Discount on all labour

9. Exceptions

9.1 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)

9.2 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

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

9.4 Any breakdowns caused by blocked drains backing up into the boiler

9.5 Replacement of cosmetic parts such as boiler casings and covers

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

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

9.8 Any defects caused by; fire, flood, lightning, explosion, storm, frost, terrorism or the impact of any other extraneous cause

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

9.10 Consumables such as burner seals, gaskets and electrodes will not be covered and will be charged at an additional cost

10. Missing / Cancellations of Appointments

10.1 Customers that have arranged a breakdown callout or annual service are given a 4 hour time slot. If the engineer attends and the customer is not available a rebooking fee of £60 is charged to re-attend

10.2 Customers must give 24 hours notice to change an appointment date/time otherwise a rebooking fee of £60 will be charged

11. Use of Subcontractors

11.1 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

12. Period, Renewal and Payment Contract

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

12.2 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

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

12.4 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

12.5 The contract is automatically cancelled if the customer misses 3 consecutive payments without making contact after the initial 12 months period. Failure to make payments within the initial 12 month period will result in a £30 administration fee on the account along with payment to get the account balance up to date

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

13. Certificates

13.1 All certificates will be held electronically by Gasrite

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

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

14. Cooling Off Period

14.1 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