



CentraHeat

Heating, Plumbing and Renewable Energy



TEAM CENTRA

Customer Name
First Line of Address
Town
County
Postcode

Date:

Dear (INSERT CUSTOMER NAME),

Ref Customer No: xxxxx

I would like to take this opportunity to welcome you to Team Centra (Level of cover) service contract cover. You now have peace of mind knowing you are covered by an Annual Service and Maintenance check. We are committed to giving you 100% service and satisfaction, backed-up by our 24-7 emergency call-out service.

The start date of your agreement is the **(Date)** and your monthly payments have been set up by direct debit with your first payment being taken on the **(Date)** for £XX which is cover for **(Date)** and thereafter it is £XX.

We will contact you to arrange your boiler service. Find attached a copy of our terms and conditions.

As over 85% of our work is through recommendation we value referrals from existing customers. Please forward our details to your friends and family.

Please take a minute to read through the terms & conditions to ensure the cover fully meets your needs. Thank you once again for your continued business.

Yours Sincerely,

Centraheat Heating & Plumbing Ltd



This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits. If there are any changes to the amount, date or frequency of your Direct Debit GoCardless Ltd will notify you 3 working days in advance of your account being debited or as otherwise agreed. If you request GoCardless Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

If an error is made in the payment of your Direct Debit, by GoCardless Ltd or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society. If you receive a refund you are not entitled to, you must pay it back when GoCardless Ltd asks you to. You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Annual Service Agreement including repairs

We will complete your Annual Boiler Service as per the contract and complete repairs to your system depending on the package you choose.

LEVELS OF COVER

Service Plus - We will service your boiler and offer a priority **chargeable** call out service at a discounted rate. **£7.50 per month**

System care - This is ideal when your boiler is in guarantee. We service your boiler and repair the central heating system at our expense. Should you develop any leaks or faults throughout the year on your guaranteed boiler, the manufacturer would cover the cost. Customers are notified at the end of the warranty and we will then increase the cover to complete care.

Hot, cold or gas pipework are not covered on this plan. **£15.50 per month**

Boiler care - This covers repairs to your boiler and the controls, but not your radiators (or hot water tank if you have one). The controller, timer, pump and motorized valves are included. Should you have any pipe work or radiator issues we can still attend but would charge for the repair. **£17.99 per month**

Heating care – Boiler service, repairs to heating system, heating system controls, radiators. Includes hot, cold and gas pipes included **£22.99 per month**

Complete care - This covers everything heating and boiler related in your property. We will carry out repairs to the boiler, all the controls, the radiators and pipework for total peace of mind. Includes hot, cold and gas pipework. **29.50 per month**

Gas Safety Inspection (CP12) - If a property is rented you will need a gas safety inspection to meet your legal obligation.

Gas Fire Service/Back Boiler Units - An additional cost to cover the fire service. No repairs are included.

LPG/Oil Systems - An additional cost to cover the increased service/parts costs for this type of system.

Legionella – As an extra service offered to rental properties this covers the landlords responsibility to have a risk assessment completed annually.

We are committed to offering our customers the best value for money, and as such our team will often recommend the appropriate service plan.

We do not offer insurance. Our Service agreements cover your annual service gas safety inspection, with free repairs throughout the year based on the pack

Gas Safety Inspection - £2.00 per month

Oil systems - £4 per month

Gas Fire Service - £4.00 per month Back

boiler units - £2.00 per month

LPG systems - £2.50 per month

Call today to discuss the plan for you on 01793 878636

TERMS & CONDITIONS

- 1 **Breakdown cover** for complete central heating system by our Gas Safe Registered Engineers with emergency cover 24hrs a day 365 days a year
- 2 **Parts and labour** for boiler and central heating system
- 3 **Unlimited** call outs
- 4 **Boiler Replacements** should within three years of the initial contract date, the boiler be beyond repair, we will - at our discretion fit a new boiler to the same or similar specification. Where regulatory changes mean that the same or a similar boiler cannot be installed, a contribution towards the upgrade will be required. (Boiler cover commences three months after date of initial contract)
Only boilers proven to be up to seven years of age will qualify and it is the responsibility of the customer to provide proof of the actual installation date
Should a boiler be over seven years of age and parts be deemed obsolete by the boiler manufacturer or to be beyond economical repair, a loyalty discount will be applied to the cost of a new boiler supplied and installed by us. This loyalty discount will be based on the number of years the Contract has been running and the amount of callouts they have on record.
- 5 **Definitions** – central heating includes, central heating boiler, gas supply from boiler isolation valve to the boiler, pump, motorised control valves, radiators and valves, cylinder and room thermostats, temperature, time and pressure controls, hot water cylinder, related pipework, feed and expansion tank

We will provide breakdown cover and/or maintenance cover for private domestic gas central heating and hot water systems subject to the level selected by the customer. **Complete Care:** Full Boiler/Heating system Cover. **System Care:** Heating system and components and Heating Controls. **Boiler Care:** Boiler care only (not heating system)

Service Plus: Annual Service only. **Extras:** **Annual Fire Service;** this covers the annual service only, no repairs or parts. **CP12;** Gas Safety Issued With Service. **Fuel Type:** Natural Gas/LPG/Oil

- 1 **Period of Maintenance Cover** Contract remains valid until termination by us or the customer, 28 days notice in writing is required for any cancellation by either side. In the event of cancellation of the contract within 12 months of its inception/renewal, we reserve the right to charge, at standard rates, for any work carried out. All contracts are reviewed annually and we will upgrade the level of cover at the expiry of any manufacturer's guarantee period (if applicable) to ensure a consistent level of cover. **Contract and Payment** - payment should be made by a payment method offered by us.
- 2 **The Contract** remains valid as long as payment is continued and remains subject to termination by appropriate notice from us or the customer (see condition 1).
- 3 **The Acceptance** of a Central Heating System onto a Maintenance Plan does not imply that the system is installed to the relevant standards and we will not accept any responsibility for any inadequacy arising from the original design or installation, and so make no warranty as to fitness for purpose or condition. If a system is incorrectly installed or unfit for use, we reserve the right to terminate the Contract. The Maintenance Plan is specific to the boiler installed in the property at the commencement of the Plan. Should the boiler be changed during the term of the Maintenance Plan we must be informed immediately in writing. We reserve the right to terminate any Maintenance Plan, in this instance, without reimbursement of payment. Should a breakdown / repair / service be required on a boiler that has been changed since the commencement of the Plan without notification to us, we reserve the right to charge for any call outs at our standard rates.
- 4 **We** shall not be liable to fulfill its obligations under the Contract if subject to industrial dispute or Force Majeure.
- 5 **We** may not be held responsible for any delay in provision of spare parts by suppliers and thus no compensation is payable should this occur. We may supply and fit replacement parts and components which are adequate but not the same as defective parts.
- 6 **Change of Ownership of Dwelling** if ownership of dwelling changes the new owner of the dwelling shall retain the benefit of the Contract so long as payments due are maintained. Refunds will not be available however for the unexpired part of the Contract.
- 7 **Replacement Parts and Components** will only be fitted where old ones are beyond reasonable repair. We will be the sole arbiter as to the condition of components.
- 8 **Noisy boiler** as boilers become older, for various reasons they may become noisy. Where age is the sole reason for noise, we do not consider this a fault and it is not covered under the Maintenance Contract. A charge will be made for any recurring callouts relating to noisy systems, chargeable at our current standard & weekend rates **We** shall not be responsible for any repairs to which reasonable access cannot be gained and shall not be responsible for replacing floorboards, cupboards, carpets and decorations etc. which may require removal for access.
- 9 **Boiler Servicing** the service will usually be carried out during the period April to August inclusive. We will not be obliged to carry out a service outside of this period as breakdown calls will be given priority. All servicing work is carried out during normal working hours Monday to Friday. We reserve the right to charge an additional cost to the standard service rate including charges for additional consumables including system inhibitor.
- 10 **Exclusion Period.** There is a **28 day exclusion period** for any call outs on Maintenance Plans. If a customer renews before the expiry of the Contract, the exclusion period does not apply after the first year of cover.

Standard Exclusions:

1. Any inadequacy attributing to original installation or design of the system.
 2. We will not be held responsible for consequential damage or loss occurring as a result of a defect in the central heating system unless attributable to our negligence. If attributable to our negligence, notification must be given in writing with full details within fourteen days of the incident.
 3. Any damage due to the failure of water, gas or electricity supply.
 4. Any work including de-scaling that may arise due to hard water scale deposits or aggressive water supply.
 5. Mechanical breakdowns due to sludge build-up within the system. Removal of products of corrosion from within the system.
 6. Should the heat exchanger or heat bank fail, this will deem the boiler to be beyond economical repair.
 7. Any damage or defect caused by lightning, explosion, flood, storm, tempest, fire, impact or other extraneous causes. Any defect caused through negligence, misuse, third party interference or malicious or willful action
 8. Domestic water supply from the hot water cylinder or boiler outlet to and including taps and washers. Any adjustment of time and temperature controls, bleeding radiators or pressurising sealed systems and relighting pilot lights.
 9. The fabric of the building and any pipework including flues buried in it.
 10. Any building work for the investigation of faults and/or following repair.
 11. Any faults present at the time of signing the initial contract. Any call outs deemed to have been pre-existing to the commencement date of the Maintenance Plan and within the first three months of the Contract will not be covered and may incur a charge for the call out and any parts required, at our current rates, variable to the day and time of the call out.
 12. Replacement of flues. The replacement of decorative parts. Consumer durables (eg. batteries, filters, seals, gaskets, inhibitor, fuses, oil nozzles and igniter's).
 13. Heating appliances such as kick space heaters, fan assisted radiators, towel rails, designer radiators e.g. column radiators, school radiators, dual fuel kits, immersion heaters, pri-matic cylinders, custom made cylinders, un-vented cylinders and thermal stores, underfloor heating systems and/or specialist heating. Radiants and glass fronts on back boiler fires.
 14. Cylinders with a volume greater than 40 gallons or 182 litres and boilers with a heat output greater than 42 kilowatts and pipework greater than 28mm diameter.
 15. Removing asbestos associated with repairing the central heating appliance/system. When you have had any asbestos removed, you must give us a clean-air certificate before we will do any further work at your property. By Law, the person who removes the asbestos must give you a clean-air certificate.
- Commencing and/or continuing services where we reasonably consider that there is a Health and Safety risk including; the presence of hazardous materials; infestations; or harassment of our personnel including verbal or physical abuse. We will not recommence work until the Health and Safety risk has been rectified to our satisfaction.