



New Boiler Supply & Install • Boiler Service • Boiler Breakdown • Boiler Care

## Terms and conditions:

### Gas Care Boiler and Controls cover 2021

#### What's covered:

All repairs to:

- A single natural gas boiler on your property, that's designed for home use and has a heat output capacity of up to 70kW
- The room sealed flue up to one metre in length and the flue terminal;
- The controls that make the boiler work including the programmer, any thermostats, motorised zone valves and central heating pump.
- The gas supply pipe
- A replacement of the gas supply pipe and the controls that make your boiler work if we can't repair them.
- A replacement of the room sealed flue up to one metre in length and the flue terminal if we can't repair it.
- A first service or Annual Boiler Service  
Once a year we will service your boiler to make sure it's running safely and efficiently  
We test your flue to make sure your boiler isn't leaking carbon monoxide  
We check your gas pressure to make sure your boilers working efficiently and we inspect your boiler for wear or leaks.

#### What's not covered:

- Damage caused by limescale, sludge or other debris
- Preventative maintenance, such as a Powerflush or similar flushing process.
- Fixing your showers, their parts and shower pumps
- Any controls designed specifically for underfloor heating
- Repairing or replacing open flues and their terminals or flues over one metre in length
- Replacing or topping up your system inhibitor unless we've removed it
- Any part of your boiler and controls which directly supplies a swimming pool
- Resetting your controls or replacing the batteries
- Repairing or replacing your central heating system – Hot water feeds, expansion tanks, cylinders and immersions, Radiators, valves, Pipes, pumps and fittings.

- Repairing or replacing air or ground source heat pumps
- Faults caused by someone else you used for repairs or design/installation faults
- Damage arising as a result of disconnection from, re-connection to or interruption of the gas, electricity or water mains services to your home
- Repair or replacement of the boiler should The Good Heating Co. Engineer determine that the boiler is beyond economical repair or if new manufacturer or manufacturer approved replacement parts are not available.
- Anything that happens within the first 14 days of you taking out the policy and limited to £300 inc vat for first claim. The total maximum amount you can claim within a 12-month period is £800.00 inc vat.

### **Excess:**

There is an excess to pay of £60 per visit (unless your contract with us states otherwise) You will be notified if your policy includes an excess on your invoice which also acts as proof of your contract with us.

### **Important notice:**

We will ask you to confirm your boilers age at the time of taking out cover with us. If you are unsure, you can provide us with the boilers serial number or find the date of installation on the back page of the installation and servicing instructions booklet, left by the Engineer who installed your boiler.

The installation date or boiler serial number you provide will be confirmed by our Engineer on their next visit.

Should the date you provide be incorrect and the boiler is confirmed as being older than 7 years in age at the time of you first taking out the policy. Your Gas Care cover plan will be amended and any difference in the amount you have paid and what you should have paid had you been on the correct cover, will be backdated to when you first took the policy out and that amount will be due immediately.

### **Paying by direct debit:**

At the time of taking out Gas Care cover with us you will be offered the option of paying for your Gas care policy on a monthly or annual basis. Should you decide the pay for your Gas Care cover on a monthly basis you will be entering into a minimum 12-month contract with us.

### **Automatic renewal notice: (paying by direct debit)**

1. If You have contracted on an annual contract that is paid monthly by direct debit ("Initial Term") Your contract will continue for 12 months from the Commencement Date and, unless terminated in

accordance with these Terms, your Gas Care cover will automatically be renewed for a further 12 months (“Additional Term”) and upon each anniversary thereafter (each a ‘Renewal Date’).

2. We will write to You prior to Your Renewal Date with your renewal terms and conditions and details of the Gas care cover Fee payable by You. If at any time prior to the end date of your policy, you fail to make a monthly payment. We reserve the right to immediately suspend Your Gas Care cover and after suspension, If We do not receive payment within 10 days of Your suspension, we reserve the right to terminate Your Gas care Cover.

3. Any renewal of Your Gas Care Cover shall be at Our sole discretion

4. We will advise you of the Gas Care cover monthly fee at point of sale. Any change in price will be notified prior to renewal.

## **Automatic renewal notice continued:**

### **What are the Gas Care cover fees and payment terms?**

1. We will take Direct Debit details or Card Payment Authorisation from You at the point of sale.
2. If the Direct Debit instruction is cancelled or the Card Payment Authority is revoked at any point during the period of your cover, we reserve the right, at our discretion, to terminate Your Gas Care cover with immediate effect. For the avoidance of doubt, ceasing payment of your Gas Care cover Fee by cancelling your Direct Debit or revoking your Card Payment Authorisation does not constitute a termination by You of Your contract and You shall remain liable to pay the full Gas Care cover Fees for your remaining Gas Care cover term.

If you would like to opt out of auto renewal, please tell us when you first take out your cover with us or contact us at any point during the life of your policy.

## **How to contact us:**

**Should you have any questions or wish to cancel, amend or upgrade your policy or wish to opt out of auto renew, please contact us without delay.**

By Email: [info@thegoodheatingco.com](mailto:info@thegoodheatingco.com)

By phone: 0800 464 7966

Or in writing

The Good Heating Co.  
Regent House  
Hawthorn Road  
LS7 4PH