



Level 4: Boiler, Full Central Heating System, Gas Supply Pipework, Plumbing, Drains, Electrics and Annual Boiler Service

How long are you committing for?

12 months from the point that we accept your request for the product (**product start date**).

You do have certain rights to terminate the contract before the end of the 12-month commitment period. Please see our terms and conditions for more details.

What do you have to pay?

It depends whether you have selected the **Excess Option** or the **Annual Fee Option**.

There is no call out charge for your annual boiler service

If you have any queries relating to charges and what options are available, please contact our sales during normal working hours (09:00 – 17:00) on 03330 163 163.

Please note that if your boiler is or will be over 7 years old at the product start date then there will be an additional charge of £50 plus VAT for each call out (which is payable in addition to any Excess Fee)

Excess Option:

If you have selected to make payment for the product using the Excess Option, you will pay a fixed amount to us each time you request, and we fulfil a “call out” (the **Excess Fee**).

The amount of the Excess Fee will be £50 or £90 depending on your package choice, unless otherwise communicated to you during the order process. This can be done by calling our Sales Team on 03330 163 163. Alternatively, you can pay on the website via PayPal.

The Excess Fee must be paid to us before the engineer’s visit. If we have agreed, payment may be made during the engineer’s visit.

This Excess Fee does not apply to subsequent visits made within 30 days, to fix the fault identified at the initial callout.

Annual Fee Option

If you have selected to make payment for the product using the Annual Fee Option, you will have to make payment of an annual fee. This can be done by calling our Sales Team on 03330 163 163. Alternatively, you can pay on the website via PayPal.

We also have a monthly fee payment option which should be paid by monthly instalments via Direct Debit. The amount of the fee and the frequency and due date for payments will be quoted by us to you as per your welcome letter.

Additional Services and Goods

You may also have to pay any additional amounts for goods or services provided by us which are outside the scope of your product (**Additional Charge**). The scope of your product is detailed within the What is Covered Section at each level. We will tell you the amount of any additional charges and when payment is due before we begin the additional services or supply the additional goods. We will only use new replacement parts from the original manufacturer or their approved supplier.

Obsolete Appliance

If your boiler or any part becomes obsolete, we will recommend that the boiler is replaced and will notify you of the cost of such replacement. Such cost will be an Additional Charge and not covered by the cost of the product. If you choose to have us replace your boiler, we will offer you the following:

- provide you with £500 scrappage for the old boiler
- offer you a £500 discount on the new boiler
- provide one years' Level 1 package free of charge. If you select any other package, we will discount the cost of that package for 1 year by the current cost of the Level 1 package.

If you do not wish to replace the boiler, we will be entitled to terminate the contract and the relevant provisions of our terms and conditions will apply.

Cap on call outs in first 3 months

If you have purchased the Annual Fee Option and your boiler is less than 7 years old at the product start date, the product **includes 3 call outs during the first three months after the product start date.**

If you require more than 3 call outs during the first three months after the product start date (unless this is due to something that we have done or failed to do, acting negligently during a previous call out), you will be required to make an additional payment of between £50 and £90 per additional call out, depending on the package you have chosen.

We will notify you of our call out charge when you contact us to request a further call out and this is payable by you in advance of our engineer attending your home. The callout charge only covers the engineer's attendance at your home to perform a diagnosis of the issue.

The engineer attending your home will tell you of any additional cost's payable:

- for the engineer to rectify the fault; and
- for any goods or materials required to rectify the fault.

You will have the option of accepting or rejecting this proposal. If you do instruct us to proceed, we will be entitled to invoice you for the Additional Charges at any time after you instruct us to proceed and we will not be required to purchase goods or materials or begin to perform the additional services until such time as payment has been made in full by you.

Overall cap on the costs incurred by us

In any 12-month commitment period, **we will not incur costs in attending to and dealing with call outs (excluding the cost of the boiler service) in excess of £500 (Product Costs Cap).**

Our costs will be calculated based on the actual labour and materials costs incurred by us.

We will notify you before we incur costs in excess of the Product Costs Cap, and you will have the opportunity to accept the additional work or not.

If we deem (acting reasonably) that the cost to repair a fault in the boiler is an amount in excess of £500, we will offer to install a new boiler and take £500 off the costs of the total installed price.

We will be entitled to invoice you for the Additional Charges at any time after you instruct us to proceed and we will not be required to purchase goods or materials or begin to perform the additional services until such time as payment has been made in full by you.

HomeCover 4

Our HomeCover 4 package covers your boiler, full central heating system, plumbing and electrics. You also get an annual boiler service too.

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Boiler and Controls

- Central heating boiler (parts and labour)
- Controls, programmers/time clock, thermostats, circulating pumps and motorised valves
- Flue
- Annual service of your boiler to make sure it is running safely and efficiently.

Central Heating and Hot Water

- Radiators and valves
- Pipes and fittings
- Hot water cylinder and expansion tanks
- Expansion vessels

Gas Supply Pipework

- Gas supply pipes located in your home, which supply all gas appliances in the property.

Plumbing

- The hot and cold-water pipes internal to your home between the stopcock and your taps or appliances
- All internal drains or waste pipes

Drains

- Repairing and unblocking drains
- Repairing leaks to external soil/vent pipes and internal wastewater pipes

Electrics

- Electrical circuits

- Fuse box
- Circuit breakers
- Sockets and light fittings

What is covered: THE ANNUAL BOILER SERVICE? ✓

- A visual check of the boiler.
- An inspection of the boiler whilst fired to identify any working faults.
- A flue gas analysis to make sure the boiler is working safely and efficiently.
- An internal inspection of the boiler.
- Check the flue and ventilation are in accordance with Gas Safety (Installation and Use) Regulations.
- Checking of gas pressures are correct and no leaks are present.
- Checking all safety devices are working correctly.
- Checking and adjusting the system pressure if this is necessary.
- Cleaning the condensate trap.
- Cleaning the magnetic dirt filter.
- Visually checking and bleeding radiators, if necessary.
- A visual check of the hot water cylinder where applicable.
- Confirmation in writing that the service has been carried out.

What is not covered: ✗

- Pre-existing, system design or installation faults
- Damage caused by weather or freezing
- Accidental damage
- Repair or replacement of the boiler should our HomeCover365 engineer determine that it is beyond economical repair or if the part needed to repair the boiler is obsolete.
- Damage caused by or arising from sludge, scale and other debris in the central heating system and related pipework
- Damage arising as a result of disconnection from, re-connection to or interruption of gas, electricity or water main services to your home
- Damage caused when your home is unoccupied for more than 30 days consecutively.
- Underfloor heating and controls
- Terminal ends, such as light bulbs, electric showers, extractor fans, domestic appliances.