



BOILER COVER CONTRACT

UnitedHeatingServices provides our customers with 3 top level cover option's which are delivered via our professional, reliable and committed team. Our service agreement aims to give our customers piece of mind with the maintenance of their boiler.

Our Boiler cover 1 contract includes:

- Annual Boiler Service
- Boiler and Controls
- Unlimited Call Outs
- Free system inspection

Our Boiler cover 2 contract includes:

- Annual Boiler Service
- Boiler and Controls
- Unlimited Call Outs
- Free system inspection
- Repair or Replace Radiators
- Repair or Replace Radiator Valve's
- Repair Central Heating Pipework
- Replace Central Heating Pipework

Our Boiler Cover 3 contract includes:

- Annual Boiler Service
- Boiler and Controls
- Unlimited Call Outs
- Free system inspection
- Repair or Replace Radiators
- Repair or Replace Radiator Valve's
- Repair Central Heating Pipework
- Replace Central Heating Pipework
- Repair Cylinders and Tanks
- Replace Cylinders and Tanks
- Repair or Replace Gas Pipe's
- Plumbing Pipework and Parts

COST OF AGREEMENT

Boiler Cover 1 contract: £11.00 a month Excess £60

Boiler Cover 2 contract: £13.00 a month Excess £60

Boiler cover 3 contract: £16.00 a month Excess £60

Landlord Gas Safety inspection £2.00 a Month Extra

I would like to sign up for the following Boiler cover contract: *(please tick as appropriate)*

1 2 3 Monthly payment

Name: _____

Address: _____

Signed: _____ Date: _____

Email Address: _____

Please return this signed slip in the pre-addressed envelope to:
UnitedHeatingServices, 22 Biscay Close, Littlehampton, West Sussex, BN17 6SW.

ABOUT YOUR AGREEMENT:

Period of Agreement

If you pay by monthly standing order, your agreement runs until you tell us that you would like to cancel, or if we cancel the agreement (see "Cancellation"). You may cancel the agreement at any time. We will write to you to tell you about any changes to the terms and conditions or prices. For all other payment methods, your agreement runs for 12 months from the date it begins (or is renewed), unless you or we use the cancellation rights (set out in the clause headed Cancellation)

Start Date

Your agreement begins when we process your application and you receive confirmation that contract is active.

Yearly Inspection

We normally carry out the yearly inspection around the same time each year where possible, depending on workload. We will inform you in writing when your service check is due if you haven't been contacted within one month of last years' service please contact us.

Cancellation

- We will cancel your agreement if:
- You have given false information
- You do not make an agreed payment
- We are not reasonably able to find parts to keep your system working safely, or circumstances arise which make it inappropriate for the contract to continue.

If we cancel your agreement, we will:

Give you a refund based on how long is left of any 12-month cash, cheque, and credit or debit card payment. If you cancel your agreement with us, we will not normally give a refund. However, you are entitled to a full refund if you cancel within seven working days of taking out the agreement, as long as we have not done any work. If you cancel your agreement after we have done work, we may charge you an amount that brings your total payments up to £40.00 if we have also carried out an initial safety inspection (or £25.00 if we have not).

Spare Parts

If we do not carry the spare parts your repair needs on the day, we will do all we reasonably can to find parts from our suppliers. We may use an approved alternative or parts that have been reconditioned by the original manufacturer.

Unlimited call Outs

Unlimited call outs are covered in all our contracts but will be taken into consideration when renewal is due.

What is not covered in your contract

- Removing sludge or hard-water scale from the boiler or system
- Replacing your boiler if it is seven years old or more
- Repairing or replacing appliance flues that aren't part of your boiler
- Repairing or replacing parts of your central heating system and controls that are specifically designed for piped or electric under floor heating (other than warm-air systems)
- Any pipe work if it is concealed in solid floors
- Third party Engineer's work on your boiler or central heating system
- Solar panels or ground/air source heat pumps or associated controls

Using Personal Information

- Information you provide or we hold about you may be used by us to:
- Identify you when you contact us
- Help run (and contact you about how we run) any accounts, services and products we have provided before, or provide now or in the future. Through the CIFAS system (the UK's fraud-prevention scheme), we and other organization may also access information about you:
- To help make decisions about credit and credit related services for you and members of your household
- To check your identity to prevent money laundering, unless you give us other satisfactory proof of identity.

We may monitor and record communications with you (including phone conversations and emails) for quality assurance, legal, regulatory and training purposes.

Third Party Rights

Nobody other than you will be able to benefit from this agreement.

Our Responsibilities

We will meet our responsibilities under this agreement within a reasonable time unless it is impossible for us to do this because of circumstances outside our reasonable control. In particular, we will not be responsible for delays caused by our suppliers or their agents.

Excess

Excess amount to be paid for every new breakdown visit required unless otherwise stated.

First Visit Inspection

We will carry out an initial inspection of your boiler/heating system upon contract acceptance and if deemed not safe for contract any money's paid will be fully refunded as long as no work has taken place.

30 Day Period

If your boiler has broken or breaks down in the first 30 days a charge of £100 is due to cover the cost of repair.

Fixed fee repair

Cover taken out on fixed fee offer will be subject to initial cost price if cancelled within 30 days of job completion.