

# Gas Club Central Heating Service Contract Terms and Conditions

What your contract includes:

Minimum contract term is 12 months and pricing will be reviewed annually. One annual service in every year of the contract for the central heating boiler and a check of the system. Priority call-out in the event of a breakdown. Parts and labour in the event of a breakdown (within level of contract)

Any aggression or verbal abuse directed towards our employees will not be tolerated and will result in the instant cancellation of the service contract.

## 1) Payments

Payment for the service contract is upfront in full or can be spread over twelve months by standing order. Failure to make a payment when due will cause the contract to be suspended until the outstanding amount is paid. Payment for any follow up work will be required upfront before work commences.

## 2) Annual Service

We will visit your home once per contract year to carry out a service on the central heating boiler/warm air unit and an operational check of the system. It is the customers responsibility to contact our office to arrange a convenient service appointment to ensure the service schedule is maintained. We aim to schedule services every twelve months, however during periods of high demand such as during cold weather we will always prioritise breakdowns.

## 3) Additional Appliances

Additional appliances can be added to your contract but on a service only basis with any parts or additional labour charged on a time and materials basis.

## 4) Landlords

This contract is available to private landlords, for compliance, a gas safety certificate will be issued. This will cover the main heating appliance and gas installation only. Additional appliances can be added at additional costs. The gas safety certificate will be issued free of charge only if completed at the same time as the service, if completed at a different time an additional fee will apply. **Please note:** we have a very high rate of no answers on appointments made with tenants. For each no answer a missed appointment fee will apply, so it is in your interest to ensure your tenants adhere to their agreed appointments. No gas on prepaid meters will also incur a call out fee.

## 5) Breakdowns

In the event of a breakdown of your heating system you can report it to our office between the hours of 09.00 to 17.00, Monday to Friday. Contract customers are given priority over others. We aim to make an initial visit with 48 hours.

## 6) Emergency Call Out

The call out engineer can be contacted directly via voicemail in the event of a service emergency. An emergency is classed as:

- a severe water leak which cannot be contained
- a total breakdown of the heating system in severe cold weather
- a suspected gas or carbon monoxide (CO) leak, in the first instance always call the National Gas Emergency Helpline on 0800 111999

Please ensure you (or the tenant) know the location and operation of the mains water and gas valves.

We recommend that you have some form of backup heating available should lack of heating cause problems to the sick, elderly or very young children. We do prioritize customers, but it is not a requirement for us to operate a vulnerable list.

## 7) General Work

Gastech shall take every care during the carrying out of work but does not include the reinstatement of flooring or incidental redecoration subsequent upon the execution of works. In particular the customer shall remove or be responsible for all floor coverings, including carpets, wooden flooring and lino. Unless otherwise agreed the contractor shall not lift and relay softwood tongue and grooved flooring. It is not always

possible to avoid minor damage, however the contactor will make every effort to keep this to a minimum.

## 8) Power Flushing

A power flush will remove a good proportion of sludge and installation debris from a central heating system but with a very old or sludged up system a power flush may not be sufficient to remedy the problem and cannot be guaranteed.

## 9) Spare Parts

Gastech cannot be held responsible for any delay in providing spare parts. Obsolete parts are defined as any part not readily available from mainstream suppliers. In the event of a part being obsolete, Gastech will advise you if an upgrade or alteration is available. This will not be carried out under the service contract and a quote for this work will be provided.

## 10) Noise

We will not replace any components or controls as a result of noise as long as it is not preventing the operation of the appliance/system. Should you request the component to be changed it will be subject to standard pricing.

## 11) Cancellation

We reserve the right to cancel at any time and refund any payments made upfront for that contract year. Should you wish to cancel your contract, please do so in writing by email or letter. Should you cancel mid-contract, we will calculate any work carried out in that contract year at standard Gastech pricing and invoice you if the work exceeds the payments already made.

## 12) Advice

At the time of your service or breakdown visit, your engineer may advise you of any work required to improve your system or to prevent a future breakdown. You do not need to act on this advice, however, a breakdown occurring in the future relating to this advice will be subject to normal call out charges.

## 13) Gas Safety

Gas Safety Regulations are constantly evolving. Any work required to bring your appliance up to current standards will be charged at normal Gastech pricing. Some works (eg, new regulation for flue access panels in ceiling) cannot be completed by Gastech.

## 14) Exclusions

- boiler or radiator replacements
- thermostatic radiator valves (TRV's, including labour to replace)
- general house plumbing, taps, cylinders etc
- unvented and thermal store units
- decorative or non-standard radiators including towel rails
- faults attributed to existing installation or design
- failures due to effects of sludge or limescale (see power flush section)
- damage or blockages in the system caused by degradation due to age
- underfloor heating systems
- faults caused by lightning, freezing, flood, fire or failure/interruption of the mains gas, water or electrical supplies
- casing or non-functional parts
- faults caused by third party or DIY work
- any parts/pipework concealed in the fabric of the building
- known manufacturers recommend upgrades
- wireless or smart controls
- resetting of controls/clock following a clock change
- topping up pressure