



Maintenance Plan

Terms and Conditions

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General Conditions

SAFEGAS 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. Safegas reserve the right to change these terms and conditions at anytime.

1. **Period of Maintenance Cover** - Your SAFEGAS Maintenance Plan remains valid until termination by SAFEGAS or the customer. 28 days notice in writing is required for any cancellation by either side. In the event of cancellation of the plan within 12 months of its inception, SAFEGAS reserve the right to charge at standard rates for any remedial work carried out.
2. **Plan and Payment** - Payment should be made by a payment method offered by SAFEGAS Ltd.
3. **The Plan** - Your SAFEGAS Maintenance Plan remains valid as long as payment is continued and remains subject to termination by appropriate notice from SAFEGAS or the customer (see condition 1).
4. **The Acceptance** - The acceptance of a Central Heating System onto a SAFEGAS Maintenance Plan does not imply that the system is installed to the relevant standards and SAFEGAS will not accept any responsibility for any inadequacy arising from the original design or installation, and so makes no warranty as to fitness for purpose or condition.

If a system is incorrectly installed or unfit for use SAFEGAS reserves the right to terminate the plan.

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 SAFEGAS must be informed immediately in writing. SAFEGAS 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 SAFEGAS, SAFEGAS reserve the right to charge for any call outs.

5. **Liability** - SAFEGAS shall not be liable to fulfil its obligations under the plan if subject to industrial dispute of force majeure.
6. **Parts** - SAFEGAS may not be held responsible for any delay in provision of spare parts by suppliers and thus no compensation is payable should this occur. SAFEGAS may supply and fit replacement parts and components which are adequate but not the same as defective parts.

General Conditions

7. **Change of Ownership of Dwelling** - If ownership of dwelling changes the new owner of the dwelling shall retain the benefit of the plan so long as payments due are maintained. Refunds will not be available however for the unexpired part of the plan.
8. **New Parts and Components** - New parts and components will only be fitted where old ones are beyond reasonable repair. SAFEGAS will be the sole arbiter as to the condition of components.
9. **Noisy Boilers** - As boilers become older, for various reasons they may become noisy. Where age is the sole reason for noise SAFEGAS do not consider this a fault and it is not covered under the Maintenance plan. A charge will be made for any recurring call outs relating to noisy systems, chargeable at SAFEGAS current standard and weekend rates.
10. **Access** - SAFEGAS 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.
11. **Boiler Servicing** - Where the boiler servicing option is chosen, the service will be carried out during the period April to August inclusive. SAFEGAS 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. Where a condensing boiler is installed and the efficiency of the boiler be found to be reduced predominantly caused by fouling of the heat exchanger, SAFEGAS reserve the right to charge an additional cost to the standard service rate including charges for additional consumables.

12. **Smart Thermostats** - Where a smart thermostat is fitted and beyond repair, SAFEGAS will provide the labour to replace the device with a similar product. The replacement thermostat is to be supplied by the customer or SAFEGAS at its standard pricing for the product. Any failure of software, internet connection, damage or third party interference will be rectified at SAFEGAS' standard rates.
13. **Exclusion Period** - There is a 28 day exclusion period for any call outs on Maintenance Plans. If a plan renews before the expiry of the plan, the exclusion period does not apply after the first year of cover.

General Exclusions

Safegas.co.uk

Valid from May 2019

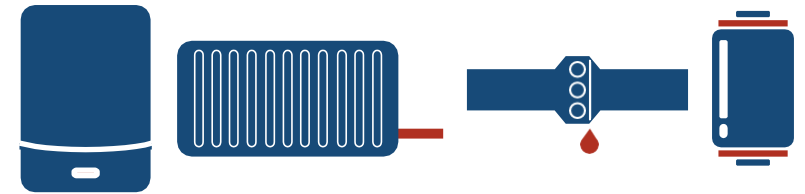
- A. SAFEGAS will not be held responsible for consequential damage or loss occurring as a result of a defect in the central heating system; unless attributable to the negligence of SAFEGAS. If attributable to the negligence of SAFEGAS notification must be given in writing with full details within fourteen days of the incident.
- B. Any damage due to the failure of water, gas or electricity supply.
- C. Any work including de-scaling that may arise due to hard water scale deposits or aggressive water supply.
- D. Mechanical breakdowns or blockages due to sludge build-up within the system.
- E. The removal of products of corrosion from within the system.
- F. No boiler heat exchanger is covered under any of the maintenance plans. Should the main heat exchanger fail, this will deem the boiler to be beyond economical repair.
- G. Any damage or defect caused by lightening, frost, explosion, flood, storm, tempest, fire, impact or other extraneous causes. Any defect caused through negligence, misuse, third party interference or malicious or wilful action.
- H. Domestic water supply from the hot water cylinder to and including taps and washers.
- I. The replacement of decorative parts.
- J. Any adjustment of time and temperature controls.
- K. The fabric of the building and any pipework including flues buried in it.
- L. 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, primatic cylinders, custom made cylinders, non-stainless unvented cylinders, thermal stores, replacement and repairs to flues.
- M. Radiants and glass fronts on back boiler fires.

Quick Overview

	5★ Maintenance Plan	Boiler & Controls Plan	Aftercare Plan	Half Price Warranty	WarmCare 1	WarmCare 2	System Cover	Service & Priority
Boiler	✓	✓			✓	✓		
Integral Boiler Controls	✓	✓			✓	✓		
System Pipework	✓		✓	✓		✓	✓	
Radiators	✓		✓	✓		✓	✓	
Radiator Valves	✓		✓	✓		✓	✓	
TRVs	✓		✓	✓		✓	✓	
Hot Water Cylinder	✓		✓	✓		✓	✓	
Header Tank	✓		✓	✓		✓	✓	
Room Thermostat	✓		✓	✓		✓	✓	
Annual Service*			✓		✓	✓		✓

* Please Note that an annual service can be added as an extra to any maintenance plan on offer.

5★ Maintenance Plan



Breakdown cover for complete central heating system by our GAS SAFE registered engineers with emergency cover 24hrs a day 365 days a year.

- All parts and labour for boiler and central heating system.

- Unlimited call outs.

- Boiler replacement – should, within three years of the initial plan date, the boiler be beyond repair; SAFEGAS will – at its discretion – fit a new boiler to the same or similar specification. Where regulatory changes mean that the same or similar boiler cannot be installed, a contribution towards the upgrade will be required. (Boiler replacement cover commences three months after date of initial plan).

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 boilers manufacturer or to be beyond economical repair, a loyalty discount will be applied to the cost of a new boiler supplied and installed by SAFEGAS.

The loyalty discount will be based on the number of years the plan has been running and the amount of call outs they have on record.

- Definitions - 'Central heating' includes; central heating boilers, gas supply from boiler isolation valve to boiler, pump, motorised control valves, radiators and valves, cylinder and room thermostat, temperature, time and pressure controls, hot water cylinder, related pipework, feed and expansion tank.

- Heat exchanger / Burner - If a breakdown is due solely to fouling of the heat exchanger or burner it will be necessary to service the boiler for which the SAFEGAS servicing charge will be made.

- Any faults present at the time of initiating the Maintenance Plan - any call outs deemed to have been pre-existing to the commencement date of the Maintenance Plan and within the first 28 days of the plan will not be covered and may incur a charge for the call out and any parts required, at the current SAFEGAS rates, variable to the date and time of the call out.

Boiler & Controls Plan



Breakdown cover for boiler and integral controls by our GAS SAFE registered engineers with emergency cover 24hrs a day 365 days a year.

- **All parts and labour for boiler.**

- **Unlimited call outs.**

- **Definitions – Boiler and integral controls** includes, central heating boiler, gas supply from boiler isolation valve to the boiler and incorporating pump and controls within boiler case.

- Heat exchanger / Burner - If a breakdown is due solely to fouling of the heat exchanger or burner it will be necessary to service the boiler for which the SAFEGAS servicing charge will be made.

Aftercare Plan



The Safegas Aftercare Plan is available for the full duration of your warranty and entitles you to the following:

- Full cover for your **radiators, room thermostats, system pipework, hot water cylinder, radiator valves and TRVs** under the plan. (Please refer to **Page 5 for General Exclusions** to the plan).
- **Annual service to your boiler** – maintains the manufacturer's warranty on your boiler and is an essential part of the upkeep of your central heating system.
- **Parts, labour and unlimited call outs** for the rest of your central heating system.

Half Price Warranty



The Safegas Half Price Warranty Plan is available for the full duration of your warranty and entitles you to the following:

- Full cover for your **radiators, room thermostats, system pipework, hot water cylinder, radiator valves and TRVs** under the plan.
(Please refer to **Page 5 for General Exclusions** to the plan).
- **Parts, labour and unlimited call outs** for the rest of your central heating system.

WarmCare 1



Breakdown cover for boiler and integral controls by our GAS SAFE registered engineers with emergency cover 24hrs a day 365 days a year.

- **Prior to any call out, the plan excess must be paid in full.** For weekend, bank holidays, out of hours call outs the excess fee will be invoiced following the call out. The annual boiler service is included within the plan and thus a call out charge is not required. If, however, faults or breakdowns are identified at the time of service then the excess call out charge would be required before the repair can commence.

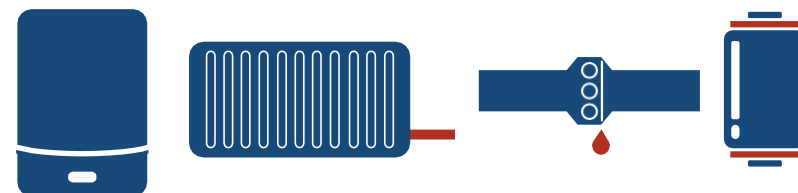
- **All parts and labour for boiler.**

- **Unlimited call outs.**

- **Definitions** – Boiler and integral controls includes, central heating boiler, gas supply from boiler isolation valve to the boiler and incorporating pump and controls within boiler case.

- Heat exchanger / Burner - If a breakdown is due solely to fouling of the heat exchanger or burner it will be necessary to service the boiler for which the SAFEGAS servicing charge will be made.

WarmCare 2



Breakdown cover for complete central heating system by our GAS SAFE registered engineers with emergency cover 24hrs a day 365 days a year.

- **Prior to any call out, the plan excess must be paid in full.** For weekend, bank holidays, out of hours call outs the excess fee will be invoiced following the call out. The annual boiler service is included within the plan and thus a call out charge is not required. If, however, faults or breakdowns are identified at the time of service then the excess call out charge payment would be required before the repair can commence.
- **All parts and labour for boiler and central heating system.**
- **Unlimited call outs.**
- **Boiler replacement** – should, within three years of the initial plan date, the boiler be beyond repair; SAFEGAS will – at its discretion – fit a new boiler to the same or similar specification. Where regulatory changes mean that the same or similar boiler cannot be installed, a contribution towards the upgrade will be required. (Boiler replacement cover commences three months after date of initial plan).
 - 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 boilers manufacturer or to be beyond economical repair, a loyalty discount will be applied to the cost of a new boiler supplied and installed by SAFEGAS. The loyalty discount will be based on the number of years the plan has been running and the amount of call outs they have on record.
- **Definitions - 'Central heating'** includes; central heating boilers, gas supply from boiler isolation valve to boiler, pump, motorised control valves, radiators and valves, cylinder and room thermostat, temperature, time and pressure controls, hot water cylinder, related pipework, feed and expansion tank.
- **Heat exchanger / Burner** - If a breakdown is due solely to fouling of the heat exchanger or burner it will be necessary to service the boiler for which the SAFEGAS servicing charge will be made.
- Any faults present at the time of initiating the Maintenance Plan - any call outs deemed to have been pre-existing to the commencement date of the Maintenance Plan and within the first 28 days of the plan will not be covered and may incur a charge for the call out and any parts required, at the current SAFEGAS rates, variable to the date and time of the call out.

System Cover Plan



The system cover maintenance plan covers the entire central heating system apart from the boiler; this includes radiators and valves, cylinder and room thermostat, temperature, time and pressure controls, hot water cylinder, related pipework, feed and expansion tank.

- **This plan excludes the boiler and integral controls.**
- **Parts, labour and unlimited call outs** for the rest of your central heating system.

Service & Priority Plan



- **Carry out annual service of boiler** vital to ensuring the manufacturer's warranty stays valid.
- **Priority access** to our GAS SAFE Registered engineers for emergency cover 24hrs a day 365 days a year.
- **Preferential rates** for breakdown call out and repair.

Plumbing Cover

This plan replaces any previous Safegas plan:

The Safegas Plumbing & Gas Supply Cover provides parts and labour for the internal pipework within the property.

Plumbing Cover includes repair or replacement of hot and cold water pipes after the internal stop tap, pipes that burst as a result of severe frost, gas pipes from the gas meter to the boiler and any other gas appliances, cold water storage tank, leaking overflow pipes, all water isolating valves and standard ball valves. We will cover the cost of access to internal pipes and reinstatement up to £1500.00.

In addition to the Safegas 'General Exclusions' (Page 5) the following apply:

N. Mains stop cock, taps and tap washers. Showers and shower pumps, toilets, toilet ball valves and WC cisterns, water filters, softeners and swimming pools.

O. Waste and drainage pipes.

P. Appliances and hoses.

How To Make A Claim

For a breakdown or repair call 01937 588 181.

Our breakdown line is available 24/7, 365 days per year.

We do not subcontract any work, all of our engineers are directly employed by Safegas.

