

# TwinSun Heating Boiler Care Plan Terms and Conditions.

We understand that terms and conditions are often extremely difficult to understand due to how they are written. We have tried to keep our Boiler Care Plan terms and conditions extremely clear so you know exactly what is and isn't covered.

## **1. Scope of Contract**

1.1 TwinSun Heating will provide the level of cover described within the 'Plan Summary' below subject to an initial chargeable service and inspection.

1.1 TwinSun Heating will provide the level of cover described within the 'Plan Summary' below. However, there is an initial 30-day period where you cannot make a claim. This is to prevent claims on pre-existing problems and to keep premiums competitive for all our customers.

1.2 When referring to 'We' this refers to TwinSun Heating

1.3 This contract is strictly a maintenance contract and is not an insurance policy. TwinSun Heating is therefore not regulated by the FCA.

1.4 This plan is intended for domestic boilers only and will only carry out works at residential properties

## **2. Our Plans**

### 2.1 Landlord Boiler Care Plan

Here is what is included in our Landlord Boiler Care Plan:

- Dedicated advice phone number for tenants
- Annual Landlord Safety Check
- Annual Boiler Service
- Priority Service & Call Outs
- 1 Emergency Call Out Per 12 Month Period
- Boiler and all internals
- 10% Labour Cost Discount
- 10% Replacement Part Discount
- 10% Loyalty Discount our other services
- 10% discount on new boiler installation\*

### 2.3 Premium Plan

Here is what is included in our Premium Plan:

- Dedicated advice phone number for tenants
- Annual Boiler Service Included
- Annual Carbon Monoxide Test
- Priority Call Outs
- 2 Emergency Call Outs Per 12 Month Period
- Breakdown Labour Discount
- Replacement Parts Discount
- 20% Loyalty Discount on our other services
- 30% discount on new boiler installation\*

## 2.4 Ultimate Plan

Here is what is included in our Ultimate Plan:

- Dedicated advice phone number for tenants
- Annual Boiler Service Included
- Annual System Water Test
- Annual Carbon Monoxide Test
- Priority Call Outs
- 3 Emergency Call Outs Per 12 Month Period
- Breakdown Labour Discount
- Replacement Parts Discount
- 30% Loyalty Discount on our other services
- System Powerflush (every 5 years)
- Annual system anti corrosion
- 50% discount on new boiler installation\*

\*Please note that the discount on a new boiler installation is only available to customers who have been on the plan for at least 24 months and will be continuing with their plan.

## **3. Components of the System**

3.1. Your heating system is made up of a number of different components. The components of the heating system covered within each plan are as follows:

### 3.2 Landlord Boiler Care Plan

- Boiler and all internals

### 3.3 Premium Plan

- Boiler and all internals
- Circulation pump
- Thermostatic radiator valves
- Timer/thermostat
- Pressure controls
- Radiators

- Heating pipework
- Hot water cylinder (including unvented) and expansion tank

### 3.4 Ultimate Plan

- Boiler and all internals
- Circulation pump
- Thermostatic radiator valves
- Timer/thermostat
- Pressure controls
- Radiators
- Heating pipework
- Hot water cylinder (including unvented) and expansion tank
- All gas supply pipes

Below you will find information on each of the benefits within our service plans. Please refer back to 'Our Plans' above to see which items below are included in each plan.

## **4. Annual Service**

4.1. One of our Gas Safe qualified engineers will perform the service and safety check in line with manufacturers instructions

4.2. Included in this service/safety check, we will perform the following as a minimum:

- Check emissions using a fully calibrated flue gas analyser
- Check of the inlet and working gas pressure
- Clean condensate trap
- Clean magnetic filter (if fitted)
- Clean inside of boiler case
- Gas rate if required
- Test of safety devices and all safety checks in line with Gas Safe guidelines

4.3. We will also inspect the radiators, hot water cylinder and other components for leaks or defects

4.4. A gas tightness test will be performed in certain circumstances to ensure the property is free from gas leaks

4.5. TwinSun Heating will adjust the date of your annual service to the warmer months, to ensure our availability for you in the winter, should you need us.

4.6 The annual service will be carried out Monday to Friday between 8 am and 4 pm unless otherwise agreed by TwinSun Heating

## **5. Annual System Water Test**

5.1 We will complete a test to check the quality of system water and determine the appropriate treatment to ensure the system works at optimum efficiency, and the boiler is fully protected.

5.2 Results of the test may require additional work to be carried out on the boiler that may or may not be included depending on the plan that you are on.

## **6. Annual Carbon Monoxide Test - Landlord plans**

6.1 We will complete a test to check all carbon monoxide detectors in the property are working correctly once per year

6.2 If no carbon monoxide testers are present in the property we are able to fit for cost price.

## **7. Priority Callouts**

7.1 We will endeavour to attend all breakdowns within the timeframes below based on your plan:

Landlord Boiler Care Plan: Breakdowns reported before 4pm within 48 hours

Premium Plan: Breakdowns reported before 4pm within 24 hours

Ultimate Plan: Breakdowns reported before 4pm within 24 hours

7.2 In the event of a breakdown being reported on Saturdays, Sundays, Bank Holidays or after 4pm, we endeavour to attend the property within the timeframes below based on your plan:

Landlord Boiler Care Plan: Within 72 hours

Premium Plan: Within 72 hours

Ultimate Plan: Within 72 hours

7.3 The timeframes outlined above are subject to workload and availability

## **8. Emergency Callouts**

8.1 We will endeavour to attend your property within:

Landlord Boiler Care Plan: Within 72 hours irrespective of the time of day

Premium Plan: Within 48 hours irrespective of the time of day

Ultimate Plan: Within 48 hours irrespective of the time of day

8.2 The timeframes outlined above are subject to workload and availability

## **9. Breakdown Labour Discount**

9.1 Customers have the right to discounted breakdown labour based on their plan as outlined below:

Landlord Boiler Care Plan: 1 Callout per year

Premium Plan: 2 Callouts per year

Ultimate Plan: 3 Callouts per year

9.2. Where call outs are unlimited this is subject to fair use and adequate severity.

9.3. Parts will not be covered and will be chargeable in full

## **10. Loyalty Discount on Other Services**

10.1. As a Boiler Care Plan customer you receive the following discounts on the labour of our other services:

Landlord Boiler Care Plan: 10% Discount on all labour

Premium Plan: 20% Discount on all labour

Ultimate Plan: 30% Discount on all labour

## **11. Exceptions**

11.1 Any breakdown that is caused by sludge, scale or system deposits will not be covered - this will be confirmed by an independent water quality test if required (chargeable to customer if it fails)

11.2 Any breakdown that is a result of a problem with the water mains, electrical grid or gas main/meter. Including having no credit on a gas meter.

11.3 Pre-existing faults and defects in the design or installation of the system.

11.4 Any breakdowns caused by blocked drains backing up into the boiler.

11.5 Replacement of cosmetic parts such as boiler casings and covers

11.6 Faults caused due to the fabric of the building, for example, pipes in walls bursting due to subsidence

11.7 Any defects caused due to malicious actions, misuse or third party interference.

11.8 Any defect caused by; fire, flood, lightning, explosion, storm, frost, terrorism or the impact of any other extraneous cause.

11.9 We will not be held responsible for delays in the provision of parts from suppliers or delivery firms

## **12. Missing / Cancellations of Appointments**

12.1 Customers that have arranged a breakdown callout or annual service are given a 4 hour slot.

12.2 Customers must give 24 hours notice to change an appointment date/time.

## **13. Use of Subcontractors**

13.1 We reserve the right to use subcontractors to carry out any breakdowns or annual services. All subcontractors will be Gas Safe registered and vetted by us for suitability

## **14. Period, Renewal and Payment Contract**

14.1 This contract is valid for a period of 1 year (12 months) from the date the first direct debit is collected

14.2 This Agreement will be for an initial term of either one month (for monthly contracts) or one year (for annual contracts), as selected by the customer at the time of signup. At the end of the initial term, the Agreement will automatically renew for successive periods of equal length (monthly or annually) unless the Customer provides written notice to terminate the Agreement at least 14 days prior to the renewal date.

14.3 We reserve the right to cancel the renewal of any contract without giving a reason.

14.4 In the event of non-payment of the Direct Debit cover will be suspended until the account is brought up to date and no works will be carried out

14.5 The contract is cancelled if the customer misses 3 consecutive payments without contacting after the initial 12 months period. Failure to make payments within the initial 12 month period will result in payment to get the account balance up to date.

14.6 We reserve the right to cancel any policy at any time if a customer is found to have broken any terms in these conditions.

14.7 If the customer cancels their plan before 12 months, they will be liable to pay the remainder of the 12 months

14.8 The price of your Service Plan may be adjusted annually to reflect changes in the Consumer Price Index (CPI) or a similar inflation index published by a reputable government agency. The maximum annual increase will not exceed 5%.

## **15. Certificates**

15.1 All certificates will be held electronically by TwinSun Heating

15.2 Customers can request copies of any certificate at any time via email without charge.

15.3 Customers can request a hard copy of any certificate subject to a printing and postage charge of £5.

## **16. Cooling Off Period**

16.1. Customers are entitled to a full refund within 14 days of signing the contract. Any breakdowns within this cooling-off period will be charged at the full amount in the event of cancellation.