

## **TwinSun Heating Boiler Care Plan Terms and Conditions**

We understand that terms and conditions can often be difficult to understand due to the way they are written. We have kept our Boiler Care Plan terms and conditions as clear as possible so you know exactly what is and isn't covered.

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### **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.

1.2 There is an initial 30-day period where you cannot make a claim. This prevents claims on pre-existing problems and helps keep premiums competitive for all our customers.

1.3 When referring to 'We,' this refers to TwinSun Heating.

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

1.5 This plan is intended for domestic boilers only and covers works at residential properties only.

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### **2. Our Plans**

#### **2.1 Service Only Plan**

- Annual Boiler Service Included
- Priority Service & Call Outs

#### **2.2 Basic Care Plan**

- Annual Boiler Service Included
- Priority Call Outs
- 1 Emergency Call Out Per 12-Month Period
- Breakdown Labour Discount
- Replacement Parts Discount
- Loyalty Discount on Other Services
- 10% Discount on New Boiler Installation\*

## **2.3 Premium Care Plan**

- Annual Boiler Service Included
- Annual System Water Test
- Annual Carbon Monoxide Test
- Priority Call Outs
- 2 Emergency Call Outs Per 12-Month Period
- Breakdown Labour Discount
- Replacement Parts Discount
- Loyalty Discount on Other Services
- 30% Discount on New Boiler Installation\*

## **2.4 Ultimate Care Plan**

- 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
- Loyalty Discount on Other Services
- 50% Discount on New Boiler Installation\*

*Discount on a new boiler installation is available to customers who have been on the plan for at least 24 months and will be continuing with their plan.*

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# **3. Components of the System**

## **3.1 Basic Care Plan**

- Boiler and all internals

## **3.2 Premium Care 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

### **3.3 Ultimate Care 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
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## **4. Annual Service**

4.1 A Gas Safe qualified engineer will perform the service and safety check in line with manufacturer instructions.

4.2 The service/safety check includes, at a minimum:

- Emission check using a calibrated flue gas analyser
- Inlet and working gas pressure check
- Cleaning of condensate trap and magnetic filter (if fitted)
- Internal boiler case cleaning
- Gas rate test if required
- Safety device tests in line with Gas Safe guidelines

4.3 Inspection of radiators, hot water cylinder, and other components for leaks or defects.

4.4 A gas tightness test may be performed in certain circumstances.

4.5 Annual service dates may be adjusted to the warmer months to ensure availability during winter.

4.6 Services are carried out Monday to Friday, 8 AM – 4 PM, unless otherwise agreed.

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

5.1 We test system water quality and determine the necessary treatment to ensure efficiency and boiler protection.

5.2 Additional work may be required based on test results, depending on plan coverage.

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## 6. Annual Carbon Monoxide Test

6.1 We check all carbon monoxide detectors annually.

6.2 If no detectors are present, we can install them at cost price.

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## 7. Priority Callouts

Plan	Standard Callouts (Before 4 PM)	Out-of-Hours/Weekend Callouts
Basic Care Plan	Within 48 hours	Within 72 hours
Premium Care Plan	Within 24 hours	Within 72 hours
Ultimate Care Plan	Within 24 hours	Within 72 hours

*Timeframes are subject to workload and availability.*

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## 8. Emergency Callouts

Plan	Response Time
Basic Care Plan	Within 72 hours
Premium Care Plan	Within 48 hours
Ultimate Care Plan	Within 48 hours

*Timeframes are subject to workload and availability.*

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## 9. Breakdown Labour Discount

Plan	Number of Callouts
<b>Basic Care Plan</b>	1 Callout per Year
<b>Premium Care Plan</b>	2 Callouts per Year
<b>Ultimate Care Plan</b>	3 Callouts per Year

- Additional callouts may be chargeable.
  - Parts are not included and are chargeable in full.
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## 10. Loyalty Discount on Other Services

Plan	Labour Discount
<b>Basic Care Plan</b>	10% Discount
<b>Premium Care Plan</b>	20% Discount
<b>Ultimate Care Plan</b>	30% Discount

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## 11. Exceptions

We do not cover breakdowns due to:

- Sludge, scale, or system deposits
  - Water, electrical, or gas supply issues
  - Pre-existing faults or defective installation
  - Blocked drains backing up into the boiler
  - Cosmetic boiler parts (e.g., casing, covers)
  - Subsidence, malicious damage, fire, flood, or extreme weather
  - Delays due to supplier or delivery issues
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## 12. Cancellations and Payments

12.1 Customers must give 24 hours' notice to change appointments.

12.2 Contracts run for 24 months and auto-renew for a rolling 12 month contract unless canceled 14 days prior to renewal.

12.3 We reserve the right to cancel policies for non-payment or violation of terms.

12.4 If canceled before 12 months, the customer must pay the remaining balance.

12.5 Prices may increase annually based on the Consumer Price Index (CPI) but will not exceed 5%.

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## **13. Certificates**

13.1 Certificates are stored electronically and available via email free of charge.

13.2 Hard copies can be provided for a £5 fee.

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## **14. Cooling Off Period**

14.1 Customers are entitled to a full refund within 14 days of signing up. Any breakdowns within this period will be chargeable at full price upon cancellation.

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For further details, please contact TwinSun Heating.