



TwinSun Heating Boiler Care Plans 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 what is not 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. The Ultimate care plan is only available after a survey has been carried out by one of the engineers.

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.

1.6 Customers responsibility when setting up the Service Plan is to have read the terms and conditions; any questions please do not hesitate to contact the office.

1.7 Boiler Service reminders - Customers will be sent an annual email and text reminder, it is the customers responsibility to contact the team at TwinSun to book an appointment (there is an online booking facility on our website).

1.8 TwinSun have the right to cancel/terminate an appointment if engineers are unable to get access due to health and safety reasons e.g. unsafe for engineer to enter property. Also, TwinSun Heating enforces a zero-tolerance policy for any behaviour that threatens safety, respect, or integrity.

2. Our Service Plans – what is included:

2.1 Service Only Plan

- Annual Boiler Service
- Priority Service & Call Outs

2.2 Basic Care Plan

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

2.3 Premium Care Plan

- Annual Boiler Service
- Annual System Water Test
- Annual Carbon Monoxide Test
- Priority Call Outs - 2 Emergency Call Outs Per 12-Month Period
- 100% Discount on Breakdown Labour costs
- 20% Discount on Replacement Parts
- 20% Loyalty Discount on Other Services
- Discount on New Boiler - labour only 30%*

2.4 Ultimate Care Plan - Survey of central heating system required before sign up

- Annual Boiler Service Included
- Annual System Water Test
- Annual Carbon Monoxide Test
- Priority Call Outs
- 3 Emergency Call Outs Per 12-Month Period
- 100% Discount on Breakdown Labour costs
- 100% Discount on Replacement Parts
- 30% Loyalty Discount on Other Services
- 50% Discount on New Boiler - labour only *

*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.

3. Components of the System examined:

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

Optional extras available:

Carbon Monoxide alarms

In-depth radiator testing and bleeding - £50 plus VAT inc in Ultimate Plan

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 A gas tightness test may be performed in certain circumstances.

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

4.5 Services are carried out Monday to Friday, 8 AM – 4 PM, unless otherwise agreed. Saturdays are available subject to availability at an extra charge.

5. Annual System Water Test

5.1 We test system water quality and determine the necessary treatment to ensure efficiency and boiler protection. The water tests are to test the PH level within the system

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

6. Annual Carbon Monoxide Test

We check all carbon monoxide detectors annually.

If no detectors are present, we can install them - quotes available.

7. Priority Callouts Plan

Basic Care Plan - Standard Callouts (Before 4 PM) Within 48 hours

Premium Care Plan - Within 24 hours

Ultimate Care Plan - Within 24 hours

Timeframes are subject to workload and availability.

Out-of-Hours/Weekend Callouts - Within 72 hours

8. In the event of an Emergency 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.

9. Breakdown Labour Discount Plan - Number of Callouts

Basic Care Plan 1 Callout per Year
Premium Care Plan 2 Callouts per Year
Ultimate Care Plan 3 Callouts per Year

Additional callouts may be chargeable.

Parts are not included and are chargeable in full.

10. Exceptions - repairs caused by the following are not covered within your plan:

We do not cover breakdowns caused by:

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

11. Cancellations and Payments

11.1 Customers must give 24 hours' notice to change appointments. We reserve the right to invoice for failed appointments due to customers cancelling the same day or non attendance.

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

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

11.4 If customer cancels the plan before 12 months, the customer must pay the remaining balance.

11.5 Should direct debit payments fail, any direct debit fees incurred will be passed on to customers along with a £5 admin processing fee. Should you wish to change the date which the payment is taken, please contact the admin team who will be able to arrange this for you to prevent failed payment. Direct Debit payments are organised through GoCardless

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

12. Documentation

Documentation relating to any works carried out are stored electronically and available via email free of charge.

Hard copies can be provided for a £5 fee.

13. Cooling Off Period

We want you to feel confident about your service plan. You can cancel within 14 days of signing up if you decide it's not right for you. The first month's payment isn't refundable, as it helps cover the initial set-up and administration of your plan. If we've already assisted with any breakdowns or repairs during this time, these would simply be charged at our normal rates if you choose to cancel.

For further details, please contact TwinSun Heating.

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