

Service Care Three Star Cover Plan Order

Name			Title	
Address				
	Postcode			
Tel No (Home)				
Account address if different from above				
Postcode				

Appliance details This information is helpful if it is available

Appliance (Boiler/Cooker/Fire/Water Heater)	Manufacturer	Model	Approx age	Service Care Cost £	12 interest free payments of £
Landlord safety check				£	
				Total £	



St Mary's Buildings 12 High Street Market Drayton Shropshire TF9 1QB
 Telephone 01630 655009 Email service@shropshiregas.com
www.shropshiregas.com

Service Contract Terms and Conditions

Scope of service contract
 Shropshire Gas will provide the level of cover set out as follows in respect of the gas boiler or central heating system.

Definition
 The whole central heating system: The central heating boiler or warm air unit and gas supply from the appliance isolating cock, together with the pump, thermostatic radiator valves, motorised valves and cylinder thermostat, time, temperature and pressure controls, radiators, pipe work, hot water cylinder feed and expansion tank and flueing, or in the case of warm air, duct work and heat emitters, together with any integral circulator providing domestic hot water.

Priority attention
 Shropshire Gas will endeavour, subject to workload and labour availability, to call the same day in response to any breakdown or failure of the central heating system. Calls must be received before 5pm Monday to Friday or noon Saturday.

Safety check
 At the same time as the annual visit, a service engineer will check the safe operation of the gas boiler serviced.

Annual visit
 A service engineer will inspect the central heating boiler once a year and clean and adjust it as necessary. Service Care Three Star Cover Plan includes a visual inspection of the whole heating system and any fault found will be remedied.

Breakdown - free labour and parts
 No charge will be made in respect of labour or parts and materials used in repairing any reported fault.

Periods of service contract
 This contract is valid for a period of one year from the date on which the agreement was made between Shropshire Gas and the customer and for each year it is renewed thereafter.

Payment and renewal
 Payment for this annual service contract is made in advance, or by other payment methods offered by Shropshire Gas. The customer enters into the contract for one calendar year and payment is due in full to cover the entire contract period without cancellation by the customer for any reason. Refunds will not be made after the statutory 14 day cooling off period. If you cancel your agreement within this period you will receive a full refund of any money paid (unless we have carried out a service or repair), in which case our standard charges will apply. Our charges will include for all work carried out and our organisational and administrative costs in dealing with your agreement with us.

The renewal date of the service contract will be the yearly anniversary of the date the service contract was taken out. Notification of the renewal charge will be sent in advance of the renewal date.

This service contract remains valid as long as payment is continued and remains subject to termination by the appropriate notice for the customer or Shropshire Gas.

Shropshire Gas, at its discretion, may refuse to offer renewal of any service contract or may offer reduced level of cover.

Change of ownership
 If the ownership of the premises in which the central heating covered by the service contract changes, the new owners shall have the benefit of this service contract for the remainder of the period for which the annual payment thereof has been paid.

No refund will be made for the unexpired part of any service contract.

Provision of spare parts
 Shropshire Gas may supply and fit adequate replacement parts or components that are not the same as the parts being replaced.

Shropshire Gas shall not be held responsible for any delay in the provision of spare parts by suppliers.

Replacement of central heating boiler or other gas appliances
 The service contract does not include the replacement of the central heating appliance or other gas appliance(s) in event of the spare parts or components not being reasonably available.

Condition of the central heating system/appliance(s)
 Acceptance of a central heating system/appliance or system components onto the service contract does not imply that it is installed satisfactorily or to the prevailing standards of Shropshire Gas. Shropshire Gas will not accept responsibility for any inadequacy attributable to the original design and makes no warranty as to fitness for purpose or condition.

Shropshire Gas reserves the right to cancel the contract and refund any monies paid for reason of safety, accessibility for servicing or non-availability of spare parts. In addition Shropshire Gas reserves the right, at its discretion, to terminate the contract without disclosing grounds and refund in full any monies paid during the current contract period.

Use of sub-contractors
 Shropshire Gas reserves the right to use sub-contractors to carry out any part or all of the services to be provided under this service contract.

Limitation of obligations
 Shropshire Gas will not be liable if it is unable to carry out its obligations under the service contract due to any reason, cause, industrial dispute or force majeure. This contract does not cover the cost of replacement boilers/appliances or heating system or associated labour charges or materials if it is deemed necessary for whatever reason to replace a boiler/appliance or heating system. For same day responsive repairs customers must call to report a problem before 1pm. For calls received after 1pm we will endeavour to respond same day but a guaranteed visit is promised only within 24 hours.

Exclusions
 The following are excluded from the service contract:

- Adjustment to time and temperature controls.
- The replacement of decorative parts.
- Any domestic water supply from the hot water cylinder or gas appliance to and including taps and showers.
- The cold water supply tank, its feed and outlets.

- The cost of repairing damage or breakdowns to the heating system/appliances/controls caused by any defect or inadequacy attributable to original heating system design.
- The fabric of the building or any gas, flue or heating pipe work buried in it.
- Any defect caused by malicious or wilful action, negligence, misuse, accidental or third party interference.
- Any defects or damage occasioned, by fire, lightning, explosion, flood, storm, tempest, frost, subsidence, structural faults or repairs, accident, impact or other extraneous cause.
- Any work carried out by a third party or consequential damage.
- Consequential damage or loss to the property, its contents or personal possessions arising as a result of a defect occurring in the central heating appliance, full system, electrical controls, or any gas appliance within the property, for whatever reason including freezing and any subsequent cleaning or decorating.
- Unblocking drains, soakaways, outflow pipes, mains cold water stop taps, mains water pumps, water softeners and filters.
- Repairing or replacing flues/liners that are not a manufactures part of the boiler.
- Water treatment additives, inhibitor, de-scaler, antifreeze.
- Pressurised type hot water storage cylinders and all associated valves.
- Power-flushing, de-sludging, de-scaling of the boiler heat-exchanger, radiators or any heating system components or pipe work, including any work arising from hard water scale deposits or from damage caused by aggressive water.
- Faults caused by all weather conditions including freezing. Frozen condensate traps and condensate pipe work. Frozen boilers, radiators and heating system pipe work and system components.
- Magnetic scale filters and scale reducers or faults attributed to their failure.
- Any improvements that are required to bring the appliance/heating system up to current standards/legislative requirements, or any upgrades to improve the heating system/flue.
- Removing asbestos associated with repairing/servicing the appliance/heating system.
- Any costs over £1000 (including vat) to repair a boiler or heating system, the cost of which includes the labour costs of accessing the fault.
- Labour costs in accessing a fault which is inaccessible due to being built in walls or chimneys, or poor design, or a design fault.
- Repairing or replacing any internal or external copper, steel, iron or lead gas supply pipe work.
- The cost of repairing damage or breakdowns caused by problems with or changes or failure of the public gas, electricity or water supply.
- Any appliance not BSI- QAC approved.



Service Care Three Star Cover Plan

All year round protection for your heating system



Benefits to you

Initial service and safety check

On our first visit we give your system and boiler a thorough safety check.

Priority attention for 12 months

Call us for priority attention - we will respond promptly and carry out a fast repair.

Attention by gas experts

Our service engineers are well trained and equipped to tackle any problems.

Annual service visit

Service Care cover includes a pre-arranged inspection and service visit.

Low cost cover

Compare our charges with British Gas. Typical savings of up to 40% on maintenance/labour.

No age limit

The older your system/boiler, the more likely you are to need our Service Care cover. As long as we can obtain parts for your system/boiler, we will cover it on Service Care.

Free parts and free labour

Your system/boiler includes parts that could be expensive to replace if they fail. Our Service Care removes the risk of unexpected bills.

Payment options

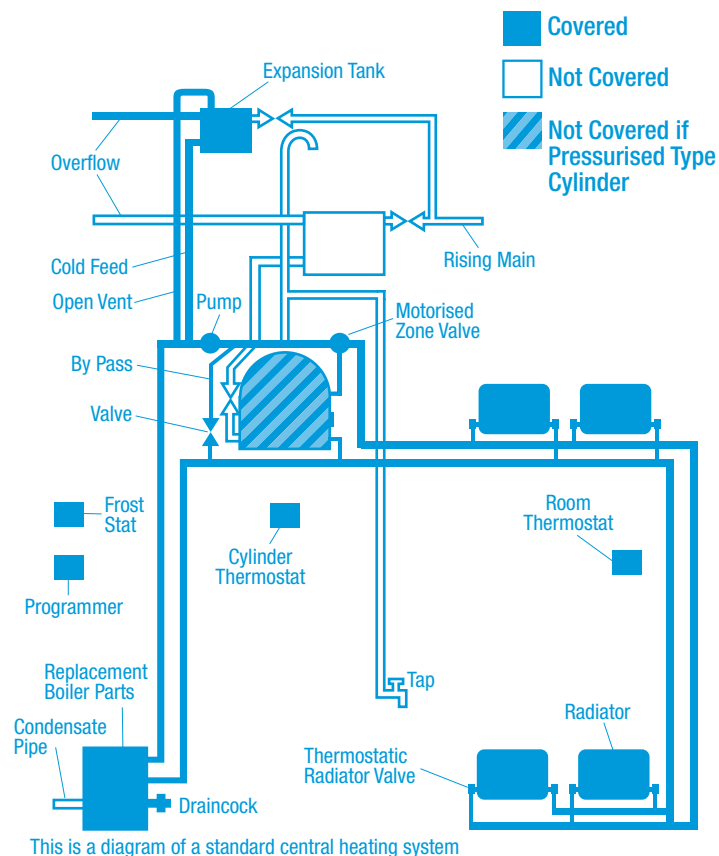
Pay by cash, cheque or spread the cost over 12 months by standing order.

Service Care Three Star Cover Plan

Name	<input type="text"/>	Title	<input type="text"/>
Address	<input type="text"/>		
	<input type="text"/>		
	<input type="text"/>		
	<input type="text"/>		
	<input type="text"/>		
Postcode	<input type="text"/>		
Cover Plan start date	<input type="text"/>		

Service Care Helpline 01630 655009

What is covered by our Service Care Three Star Cover Plan



Payment method - you choose

1 Cheque Please tick

I enclose a cheque payable to Shropshire Gas for...

£

2 Pay at our showroom (single payment only) Please tick

3 Pay our engineer (single payment only) Please tick

4 12 Monthly Instalment payments Please tick

You can pay by 12 equal monthly instalments. Please ask for an application form and complete the standing order instructions.

Application

I confirm that the boiler and/or system is used for domestic purposes only. I understand the boiler and/or system must be in good condition and in good working order. If it is not, then I accept the cost of bringing the boiler and/or system to such standard, is not included in any service contract entered into. Accordingly, I may choose to undertake any necessary rectification or instruct Shropshire Gas to do so at an agreed price, following the first Shropshire Gas service visit. However, I accept that Shropshire Gas reserve the right to cancel the service contract and refund all monies paid by me following the first visit if the boiler and/or system is not in good condition and good working order. Further, I confirm that I have read and accept the terms and conditions which otherwise apply to the service contract (additional copy of terms and conditions available on request). Limited to boilers below 44KW (150,000Btu/h) output.

Signed

Date

For office use

Service Care receipt number

Amount £

