

# Gas Central Heating Breakdown Cover from Direct Line Maintenance Services Ltd

## Terms and Conditions

- This agreement is between Direct Line Maintenance Services Ltd (The Supplier) and The Customer.
- The cover will commence 30 days after the first payment providing a satisfactory inspection has been carried out.
- Direct Line Maintenance Services Ltd agrees to Service and Maintain The boiler or central heating system as per the following terms and conditions.
- What is included:
  - An initial inspection of the system to assess the condition and confirm that it is in good working order.
  - An annual service visit to check the operation, safety and efficiency of your boiler and a strip down and clean where necessary.
  - An annual Landlords Gas Safety Inspection of the boiler (additional appliances can be inspected at a cost of £15 per appliance).
  - 24 hour emergency service for un-containable water leaks (emergency attendance normally within 2 hours)
  - For breakdowns attendance is normally the next day.

### Boiler Cover

- Attendance by one of our engineers to a report of a boiler leak or boiler breakdown at the customers property
- The replacement of any faulty components within the boiler casing providing the parts are available.
- The replacement of your boiler if it is less than 7 years old and we cannot repair it.
- Please read the general exclusions

### Central Heating Cover

- Attendance by one of our engineers to a report of a system leak or system breakdown at the customers property
- The replacement of any faulty components that form part of the Central Heating System providing the parts are available.
- The replacement of your boiler if it is less than 7 years old and we cannot repair it.
- Please read the general exclusions

### Guarantee and Warranty

- Direct Line Maintenance Services Ltd will guarantee any new parts as per the manufacturer warranty.
- Direct Line Maintenance Services Ltd will guarantee all repairs for 12 months.

### Cancellation

- The customer can cancel this agreement at any time by giving 14 days notice in writing to the supplier.
- Any monies owing will be calculated and refunded to the customer.
- The supplier can cancel this agreement at any time by giving 14 days notice in writing to the customer.
- The supplier will immediately cancel cover if you do not pay the premium or you provide false information.

### Access

- It is the customer responsibility to provide access to the property. Direct Line Maintenance Services Ltd reserves the right to cancel cover if the customer cannot provide reasonable access for service and maintenance visits. Generally Monday to Saturday 8.00am to 5pm.

### Materials and Labour

- Direct Line Maintenance Services Ltd will not send a sub-contractor to your home. Our engineers are fully employed and undergo regular criminal record checks. All gas engineers/electrical engineers working on gas appliances are Gas Safe registered/APHC and fully qualified to do so.
- Generic parts like pumps, thermostats, motorised valves, thermocouple etc are carried in van stock. All other parts come from a national approved supplier and if they are not on the shelf are generally available by the next working day.

## General Exclusions

The following are not included:

- The cost of repairs due to physical damage or tampering
- The cost of repairs due to anyone else working on the system, this will void your cover
- The cost of repairs due to sludge, lime scale or other deposits/blockages in the system unless we have carried out a powerflush which will carry a 10 year guarantee
- The cost of repairs due to design faults or parts not fitted to manufacturer specification
- The cost of any improvements or upgrades to the system or to meet current standards
- Any loss or damage caused by your equipment not working
- Cash alternatives for the repairs or maintenance
- Removal of asbestos, if removal is required to carry out a repair we will require a clean air certificate before we can commence work. We can arrange this at an additional cost.
- The cost to replace any lead or steel pipework that cannot be repaired
- The cost of repairs due to frost or adverse weather conditions that would normally be covered under your home insurance
- The cost to access any appliance, pipework, controls or wiring that is not exposed because of boxing in, tiling, laminate floors etc.
- The cost of any decorative repairs except where we have been negligent in our normal duties
- The replacement of any decorative parts or parts that are not essential to the normal operation of the system
- Unvented pressurised cylinders or cylinders larger than 162 litres which will be notified at initial inspection
- Designer radiators, towel rails and shaped radiators will be replaced with standard panel radiators or replaced like for like at an additional cost
- Any parts that do not form part of the central heating system including all sanitary ware, plumbing to sanitary ware, showers, kitchen appliances, kitchen sink and taps, plumbing to kitchen appliances, rainwater and drains.
- A second boiler, we will only cover the primary central heating boiler
- Any boiler over 42 kw input or which is not being used for a domestic purpose which will be notified at initial inspection
- Any system with more than 14 radiators on the system
- Any system or boiler over 20 years old you will be contacted near this time with a view to replacement
- Intermittent faults
- Repairs to, or replacement of, any item which in the suppliers opinion is beyond economic repair
- The cost of any repairs arising from problems with supplies of utilities.
- The cost of any repair arising from fire, explosion, structural repairs, earthquake, subsidence, theft or attempted theft, demolition or alteration to the property.
- The cost of any repair arising from hostilities, war, invasion, terrorism, riots or any act of God.
- The cost of any repairs caused by animals or insects.
- The cost of repairs caused by corrosion or normal deterioration.
- The cost of resetting timers or controls due to seasonal time differences or being unable to operate the controls
- Re-pressurising sealed heating systems