

A technician in a red and blue plaid shirt is shown in profile, working on a white boiler control panel. The panel features a digital display, several buttons, and two large circular gauges. The technician is holding a blue clipboard and a silver pen, appearing to be recording information. The background is a blurred indoor setting.

Terms and conditions for
**Annual Boiler
Service**
/ CP12 GSC



Understanding your
Boiler Service / CP12 GSC

Terms and conditions for Annual Boiler Service / CP12 GSC

This document outlines the terms of **our boiler service** agreement. **You** should read it carefully and keep it in a safe place for future reference.

Should **you** have any queries regarding **your annual boiler service** or any other services offered by Home Response 360 Ltd please contact **our** customer service department on **0333 9962 360** (Mon to Fri 9am till 5:30pm).



How to arrange your service

Arranging the **boiler service** or **CP12 Gas Safety Certificate** is straight forward and can be done at the point of purchase at a time and date convenient to **you**.

If **you** are unable to keep the arranged appointment you must notify **us** at least 48 hours in advance. Rearranging **your** appointment within 48 hours of the scheduled appointment and missed appointments will incur a 'missed appointment fee' of £30.

WHAT IS INCLUDED IN THE BOILER SERVICE?

Annual boiler service:

- ✓ **Annual boiler service**
- ✓ **Flue terminal check**
- ✓ **All safety devices (on boiler) check**
- ✓ **Gas pressure and heat input verification**
- ✓ **Operating pressure test**
- ✓ **Combustion performance test**
- ✓ **Heat exchanger analysis**
- ✓ **Gas and water seals check**
- ✓ **Burners check & clean**
- ✓ **Ignition system check**
- ✓ **Controls check**
- ✓ **Ventilation check**
- ✓ **Heating controls / energy efficiency advice**

All **boilers** are serviced in line with industry instructions and therefore service procedures may vary depending on the particular appliance.

WHAT ISN'T INCLUDED IN THE BOILER SERVICE?

Home Response 360 Ltd will not be liable for any costs relating to maintenance or remedial work required on **your** system. Any repair work required to bring **your** boiler up to current standards is not included. This agreement does not cover the cost of any repair work required.

Repairs

IF REPAIRS ARE REQUIRED

If maintenance work or faults are identified **we** will advise **you** of any remedial action required. It is **your** responsibility to ensure any remedial work is completed and to provide any evidence **we** require that the work has been completed.

INSTRUCT US OF REMEDIAL WORK

You can instruct Home Response 360 Ltd to complete any remedial work. This will be on a Pay on use basis where **you** will be responsible for the costs both parts & labour. Remedial work is outside the scope of this agreement and is at the discretion of Home Response 360 Ltd.

! Where safety issues are identified, **our engineer** will follow The Gas Industry Safe Situations Procedure which may mean the **boiler** cannot be used until the issues have been rectified.

DEFINITIONS

The following words shall have the meanings given below wherever they appear in bold.

Boiler - Means the central heating boiler contained within and supplying your home that is powered by gas, from the appliance isolating valve, including all manufacturers fitted components within the boiler together with the pump, motorised valves, thermostat, time, temperature and pressure controls. We will not cover any boiler that has an output in excess of 70kW/hr.

Boiler Service / Gas Safe Certificate - Means the annual visit of our engineer to carry out checks and tests on your boiler and other gas appliances where applicable (if you have selected a Gas Safety Check), to relevant industry standards, including but not limited to; Gas Safe.

Engineer(s) - Means individuals authorised by us to carry out your boiler service who are registered with the relevant trade association such as Gas Safe.

Agreement - Means the agreement between you and us to service your boiler subject to these terms and conditions.

We/Us/Our - Means Home Response 360 Ltd, its authorised agents and engineers, unless otherwise stated.

You/Your - Means the person that has the benefit of this plan.

Gas Safety Check / GSC - Means the additional gas appliances, which are checked and tested to ensure safe operation. Safety certificates can be provided if required. The safety check does not include servicing of the additional appliances and is a visual inspection.

Cancellation

WHAT IF I WISH TO CANCEL MY BOILER SERVICE?

If **you** wish to cancel your annual **boiler service/GSC**, **you** can do so by contacting the Customer Service Department using the details contained within your agreement schedule.

If you cancel within 14 days of receipt of the agreement and **you** have not received a **boiler service/GSC**, the agreement will be cancelled and **you** will receive a full refund.

No refunds will be made where a **boiler service/GSC** has been provided.

If **you** decide to cancel after the first 14 days **you** will be issued with a refund with £30 cancellation fee deducted.

Payment

PAYING FOR THE ANNUAL SERVICE

The cost of the annual **boiler service** is the amount paid by **you** on the purchase of **your** agreement online.

APPLICABLE LAW

Unless some other law is agreed in writing, this **plan** is governed by English law. If there is a dispute, it will only be dealt with in the courts of England or of the country within the United Kingdom in which **your** main residence is situated.

GENERAL EXCLUSIONS

Home Response 360 Ltd cannot carry out a **boiler service** on:

- Boilers which are inoperable or known to be faulty when the **engineer** attends;
- Equipment that has not been installed or maintained in line with manufacturer's recommendations or according to British Standards;
- Equipment which is subject to manufacturer's recall;
- Systems which are not accessible;
- Additional **boilers** unless these are specifically included within **our** agreement.

This list is not exhaustive.

GENERAL CONDITIONS DATA PROTECTION ACT 1998

Please note that any information provided to **us** will be processed by **us** and **our** agents in compliance with the provisions of the Data Protection Act 1998, for the purpose of providing services, if any, which may necessitate providing such information to third parties.

We may also send the information in confidence for processing to other offices of Home Response 360 Ltd associated companies or companies acting on their instructions including those located outside the European Economic Area.

LIMITATION OF LIABILITY

We will not be liable to **you** for any loss, damage, costs or expenses that are not a reasonably foreseeable consequence of a

not caused by any breach of these conditions by **us**; and for business losses, or losses to non-consumers.

EVENTS BEYOND OUR REASONABLE CONTROL

In unusual circumstances, such as extreme weather events or illness, the Service Providers may be forced to reschedule **your** repair. **We** will endeavour to inform **you** of any scheduling problems as quickly as possible but in some circumstances, **we** will be unable to inform **you** until the scheduled date of your repair. **We** will try at all times to minimise any inconvenience to **you**.

COMPLAINTS

We aim to provide **you** with a first-class service at all times, however we realise that things can sometimes go wrong and there may be occasions when **you** feel that **you** have not received the service **you** expected. When this happens, **we** want to hear about this so **we** can put things right.

Only the named **plan** holder should call or write to make a formal complaint.

CONTACT US

Please contact **us** using the details below:

**Customer Complaints Department,
Home Response 360 Ltd, Parkhill
Business Centre, Road Burnley,
Padiham, BB12 6TG**

Please note this plan is not a financial Service and therefore complaints regarding a boiler Service do not fall within the remit of the Financial Ombudsman.

Useful Contact Numbers:

Customer Services: 0333 9962 360
National Gas Emergency: 0800 111 999