

# Chalmers Gas & Heating Care Comfort Plan Terms and Conditions.

We understand that terms and conditions are often extremely difficult to understand due to how they are written. We have tried to keep our Care Comfort Plan terms and conditions extremely clear so you know exactly what is and isn't covered.

## **1. Scope of Contract**

1.1 Chalmers Gas & Heating will provide the level of cover described within the 'Plan Summary' below.

1.2 When referring to 'We' this refers to Chalmers Gas & Heating

1.3 This contract is strictly a maintenance contract and is not an insurance policy. Chalmers Gas & Heating is therefore not regulated by the FCA.

1.4 This plan is intended for domestic boilers only and will only carry out works at residential properties

## **2. Our Plan**

2.1 Care Comfort Plan

Here is what is included in our Care Comfort Plan:

- Annual Boiler Service Included
- Annual System Water Test
- Annual Carbon Monoxide Test

## **3. Annual Service**

3.1. One of our Gas Safe qualified engineers will perform the service and safety check in line with manufacturers instructions

3.2. Included in this service/safety check, we will perform the following as a minimum:

- Check emissions using a fully calibrated flue gas analyser
- Check of the inlet and working gas pressure

- Clean condensate trap
- Clean magnetic filter (if fitted)
- Clean inside of boiler case
- Gas rate if required
- Test of safety devices and all safety checks in line with Gas Safe guidelines

3.3. We will also inspect the radiators, hot water cylinder and other components for leaks or defects

3.4. A gas tightness test will be performed in certain circumstances to ensure the property is free from gas leaks

3.5. The annual service will be arranged at a time and date convenient to you and in the month of your contract renewal. Unless otherwise arranged with the contract holder beforehand.

3.6 The annual service will be carried out Monday to Friday between 9 am and 5 pm unless otherwise agreed by Chalmers Gas & Heating

#### **4. Annual System Water Test**

4.1 We will complete a test to check the quality of system water and determine the appropriate treatment to ensure the system works at optimum efficiency, and the boiler is fully protected.

4.2 Results of the test may require additional work to be carried out on the boiler that may or may not be included depending on the plan that you are on.

#### **5. Annual Carbon Monoxide Test**

5.1 We will complete a test to check all carbon monoxide detectors in the property are working correctly once per year

5.2 If no carbon monoxide testers are present in the property we are able to fit for free

#### **6. Missing / Cancellations of Appointments**

6.1 Customers that have arranged a breakdown callout or annual service are given a 4-hour slot, if the engineer attends and the customer is not available a rebooking amount of £60 + vat is charged to re-attend.

6.2 Customers must give 24 hours notice to change an appointment date/time otherwise a rebooking fee will be charged

## **7. Use of Subcontractors**

7.1 We reserve the right to use subcontractors to carry out any breakdowns or annual services. All subcontractors will be Gas Safe registered and vetted by us for suitability

## **8. Period, Renewal and Payment Contract**

8.1 This contract is valid for a period of 1 year (12 months) from the date the first direct debit is collected

8.2 The contract will be automatically renewed into a monthly rolling contract unless instructed by the customer to cancel. The customer must give notice no later than 14 days before the renewal date

8.3 We reserve the right to cancel the renewal of any contract without giving a reason.

8.4 In the event of non-payment of the Direct Debit cover will be suspended until the account is brought up to date and no works will be carried out

8.5 The contract is cancelled if the customer misses 3 consecutive payments without contacting after the initial 12 months period. Failure to make payments within the initial 12-month period will result in £12 administration fee on the account along with payment to get the account balance up to date

8.6 We reserve the right to cancel any policy at any time if a customer is found to have broken any terms in these conditions.

## **9. Certificates**

9.1 All certificates will be held electronically by Chalmers Gas & Heating

9.2 Customers can request copies of any certificate at any time via email without charge.

9.3 Customers can request a hard copy of any certificate subject to a printing and postage charge of £5.

## **10. Cooling Off Period**

10.1. Customers are entitled to a full refund within 14 days of signing the contract. Any breakdowns within this cooling-off period will be charged at the full amount in the event of cancellation.