39 Longmore Avenue, Woolston, Southampton, Hampshire SO19 9GA

Tel: 02380 445 123 Email: info@heatworksuk.com Website: www.heatworksuk.com

Please read our terms and conditions carefully for a full list of what is covered and what is excluded by Heat Care Maintenance Plans.

Terms & Conditions

Heat Care overview

The Heatworks Heat Care plans offer complete peace of mind, keeping you cosy and warm all year round. For a small monthly premium one of our Gas Safe engineers will service your boiler annually, and depending on the level of cover you choose, your boiler and central heating will be covered for all parts and labour in the event of a breakdown.

How Heat Care Works

For Heat Care Service, Heat Care Central Heating and Heat Care Plumbing simply sign up by direct debit on website and take advantage of all the benefits Heat Care can offer.

For Heat Care Central Heating Pro, Boiler Pro, and Plumbing Pro we require that you have an initial service and system check at a reduced rate to check eligibility. We may ask that certain works are completed at customers cost (we will quote you for any works required) before being accepted on to a plan.

*** **PLANS ARE DESIGNED TO PROTECT AGAINST UNEXPECTED BREAKDOWN COSTS AND ARE NOT AN EMERGENCY CALL OUT SERVICE** **** Please refer to 'Appointment Times'

If you are applying on line a member of staff will contact you to arrange the initial Service & system check.

On top of the boiler service our engineer may add a bottle of corrosion inhibitor if we feel it is required at £15.00 + vat, with no labour charge for this.
You will be covered as soon as your first monthly payment is made, after the 2 week exclusion period. Monthly payments must be paid by Direct Debit.
We reserve the right to not accept an appliance under the Boiler Pro, Central Heating Pro and Plumbing Pro Heat Care Plans depending on condition, if the boiler is over 10 years old or some spares parts are no longer available.

What our plan includes

- *Parts and labour costs, dependant on what care plan selected.
- No limit to the amount of callouts for repairs covered in your plan.
- Annual boiler service/safety check.
- No excess to pay.
- Priority Attention

What happens if you have a system failure?

Just call Heatworks Heating & Cooling Ltd on 02380 445123 and we will arrange for an engineer to visit.
You will not need to fill out a claim form or pay and claim back later.

Cover provided by Heat Care

Heatworks Heating and Cooling Ltd will provide cover, subject to the level of cover selected by the customer, for private domestic gas and hot water systems.

*Repairs for Parts and labour up to a value of £1000.00 inc. vat in one calendar year. If your boiler is deemed beyond economical repair we may decide to contribute up to £1000.00 inc. vat. towards a similar new boiler instead of repairing it. Only boilers up to 10 years old will qualify.

It is the customers' responsibility to prove the age of the boiler. New boiler must be installed by Heatworks Heating & Cooling Ltd to qualify for the contribution.

Boiler up to 5 years old – 100 % of contribution towards similar new boiler
Boiler over 5 years old but less than 10 years old - £400.00

Annual Service and System Health Check

- Visual inspection of the unit to look for signs of damage, distress, or corrosion.
- Test the control and safety devices to see if they are fully and correctly operating.
- Cleaning of the boiler's interior, and removing, inspecting, and cleaning the main components.
- An FGA (Flue Gas Analyser) test is included, checking if the boiler is burning the proper mix of air and gas.
- Check on heating system to ensure all in good working condition.
- You will receive an extensive report of all the work done on your boiler.

Extended Boiler Guarantee

- The Heatworks 2 year extended guarantee applies to customers who purchase a selected Heat Care Plan within 14 days of a new boiler installation by Heatworks only. To qualify for the 2 years extended guarantee you must remain on the plan for the entire duration of the guarantee period.

Boiler

- Boiler repairs and breakdowns, includes everything contained within the boiler case only, plus up to 1m flue.
- Boiler replacement cover, up to £1000 if less than 5 years old and deemed beyond economical repair.
- £400 towards the cost of a new boiler if more than 5 years old and deemed beyond economical repair. (For boilers up to 10 years old).

Controls

- Central heating controls including standard thermostats, digital and mechanical programmers. (Excluding smart controls).
- Standard domestic central heating pumps.
- Standard domestic motorised valves.

Heating System

- Standard radiators, radiator valves and thermostatic radiator valves.
- Repairs to the central heating system pipework within the property.
- Filling loops and gauges.
- External expansion vessels.
- External pressure relief valves.

Plumbing

- Hot water cylinders and associated components including immersion heaters, timers and thermostats.
- Repairs to the primary hot and cold water pipework within the property.
- Cold water tanks and associated ball valves and floats.
- Repairs to leaks on internal waste pipes.
- Repairs to the gas supply pipe from the meter to the boiler.

Extras

- **Annual Fire Service**: Annual service only, repair costs and parts are not included.
- **Annual Service for Unvented Cylinder**: Annual service only, repair costs and parts are not included.
- **CP12/LGSC**: A gas safety certificate issued at the time of the annual service.
- **Fuel Type**: LPG.

Area coverage

Heatworks Heating & Cooling Ltd are based in Southampton and coverage of the care plan is within a 20 mile Radius excluding the Isle of Wight.

Contract

Your contract begins for a 12 month period commencing from the date on our acceptance letter after your boiler/system has been inspected, and on a month to month basis after the initial 12 month period, unless we or you use the cancellation rights (see cancelation). There is a 14 day exclusion period on any callouts after your care plan has been set up initially. Any repairs required during this exclusion period will be charged at Heatworks Heating & Cooling Ltd standard rates.
Acceptance on to a Heatcare plan does not imply that it is installed satisfactorily and to current standards.

Payment

Payment is to be made by Direct Debit every month, a nominal administration will be applied for credit card or cheque payments. App prices include vat at the current rate, should the rate change we will write to you to inform you of the adjustment. If a direct debit is declined your contract will be suspended until payment is made, administration costs of £10.00 may be applied if more than one direct debit is declined.

Cancellation

We will cancel your agreement if:
1. We find something wrong at the initial inspection or we require to carry out further remedial work or works required to make the system conform to the gas safety regulations and standards or correct concentration of corrosion inhibitor and this work is not carried out.
2. You do not make an agreed payment.
3. You have given false information.
4. We are unable to reasonably find parts to keep your appliance/system working safely.
5. We reasonably consider that commencing / continuing works represents a health risk.
6. Harassment, physical or verbal abuse of our personnel.

Your cancellation rights.

You have the right to cancel the agreement at any time by calling us on 02380 445123 or writing to us- Heatworks Heating & Cooling Ltd, Horizon House, R/O 129 Obelisk Road, Southampton SO19 9GA. The agreement will continue on a monthly basis until we/you cancel the agreement. If you cancel within 28 days of acceptance on to the plan you will be charged at standard Heatworks Heating & Cooling Ltd rates for any works completed.
No refund will be given for any unused period in full or part after cancellation by the agreement holder.

Yearly Service

After the initial inspection your annual boiler service will usually take place during the months of April – August. At our discretion.

Spare Parts

If we do not carry the spare parts required for your repair on the day, we will inform you of any delays in acquiring the parts needed.

Labour

Only Heatworks engineers will carry out any repairs needed, however in some cases we may authorise a suitably qualified contractor to carry out the work or a manufacturers service engineer if warranty work is required. If a customer employs another company to carry out works that are unauthorised by Hearworks we reserve the right to terminate the plan.

Appointment access

We will require an adult over the age of 18 to be at the property when we visit on the agreed appointment time.
If we cannot gain access or are obstructed in booking further visits to carry out repairs than we will cancel the agreement and cancellation charges will apply.

Appointment Times

Safety and maintenance inspections and Repairs will be arranged during Heatworks engineers Normal Working Hours, you will be given priority attention.
Less urgent appointments may have to be rescheduled at times of high demand.

Reasonable time Scales

We will carry out any repairs or visits you are entitled to within a reasonable time, unless something beyond our control makes that impossible, in which case we let you know as soon as possible and give you another time when we can visit.

Plan renewal

Before your current agreement ends we will write to you to inform you of any price changes or changes to the terms of conditions included within our plans.

Moving home

You will need to inform us if you are moving home, we can offer you a care plan on your new home subject to a site survey and any remedial works if required carried out. Should we not be informed than you will be liable for any cancellation charges.
The new home owner of your existing property may contact Heatworks Heating & Cooling Ltd so that the benefit of cover can be transferred until the care plan expiry date.

Guarantee

We guarantee to make good on any faulty workmanship or faulty parts for a period of twelve months from the date the work has been carried out. The rights in relation to this guarantee we give to you apply in addition to and do not affect your legal rights under the sales of goods act 1979 and supply of goods services act 1982. You can also get advice about your rights from the Citizens advice bureau and from Trading Standards.

Third Party Rights

Only the agreement holder can benefit from this agreement.

Data Protection Act

Your details will not be passed on to any third party.

Unpaid Invoices

We will cancel your plan if any invoices relating to any other works not covered by the plan remain unpaid. At our discretion.

Underfloor Heating

We do not cover underfloor heating systems or any related pipework/manifolds/controls related to underfloor systems even if used within a normal/standard heating system.

Repairs

Heatworks will be the sole arbiter in the decision on how repairs are carried out.

Plumbing

Includes hot and cold service pipes, cold water tanks and associated ball valves, waste pipes and standard vented cylinders only.

Heatworks 2 Years Extended Guarantee

The Heatworks 2 year extended guarantee applies to customers who purchase a selected Heat Care Plan within 14 days of a new boiler installation by Heatworks only. To qualify for the 2 years extended guarantee you must remain on the plan for the entire duration of the guarantee period.

Heat Care Maintenance Plan Exclusions

1. Any fault arising from original design or installation of system.
2. Heatworks Heating & Cooling Ltd will not be held responsible for any consequential damage or loss occurring as a result of a defect in the central heating system.
3. Damage arising from the failure of water, electric or gas supply.
4. Re-pressurising systems or adjustments to time and temperature controls, bleeding radiators, re-lighting or re setting pilot lights.
5. Decorative parts, towel rails, consumer durables e.g. batteries, filters, gaskets, seals, fuses, oil nozzles, igniters, inhibitor.
6. Any damage caused by fire, explosions, floods, frost, storm, impact or any other extraneous cause.
7. Warm air units.
8. Heating appliances e.g. kick space heaters, school radiators, column radiators, duel fuel kits, immersion heaters, un-vented Cylinders and their associated controls and Expansion vessels, thermal stores, primatic cylinders, custom cylinders and vented cylinders with a capacity greater than 140 litres,
boilers with a heat output greater than 42 kilowatts and pipework greater than 28mm.
9. Flue replacement.
10. Any defect caused by miss use, negligence, malicious or wilful action, pests or third party interference.
11. Accidental damage, e.g. nail trough pipe.
12. Descaling or damage caused by water scale deposits or corrosion.
13. Any blockages or airlocks in the system.
14. Any damage/ breakdowns caused by sludge build up in system, removal of any products of corrosion from within the system (Power flush / Magnacleanse).
14. The fabric of the building including any pipework and flues buried in it.
15. Any building work required for the investigation of faults and/or following repair.
16. Any faults existing at the time of signing the contract that the customer has chosen not to rectify prior to signing.
17. Removing asbestos associated with repairing the system/appliance. Asbestos must be removed before any further works can commence and a copy of the clean air certificate must be available to us.
By law the person/company who removes the asbestos must give you a clean air certificate.
18. Commencing/ continuing works where we reasonably consider there is a health risk e.g. presence of hazardous materials, infestations, harassment of our staff including physical or verbal abuse.
19. Any cost however derived from the delay in obtaining replacement parts
20. Any cost however derived in the event that replacement parts cannot be obtained for any reason e.g. the parts are obsolete, the repair cannot be completed.
21. The replacement of LPG regulators and hoses.
22. The replacement of fuel storage tanks.
23. Any operational defect caused by frozen pipework including the condensate drain.
24. Any Bathroom Fixtures and fittings, Kitchen sink.
25. Taps, tap washers, toilet ball valves and siphons, showers, shower trays & shower pumps, water softeners and filters.
26. Water supply from the boundary of your home up to the stop cock.
27. Steel or lead pipework.
28. Upgrades to system you want to improve your system or appliance.
29. Gas fire breakdowns/Spare parts and glass fronts for Gas fires.
30. Cooking appliances.
31. Specialist plumbing or heating manifolds, non-standard/ not current/ discontinued plastic pipe/plumbing systems.
32. A charge will be made for any call outs relating to the exclusions mentioned above.
33. Smart controls, Smart Thermostats and wireless TRV systems.

Registered Office:
39 Longmore Avenue, Woolston, Southampton, Hants, SO19 9GA

WORCESTER Bosch Group Accredited Installer

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GAS safe REGISTER