

Terms & Conditions

Valid only for contracts expiring 2nd August 2016 & 1st August 2017

SECTION ONE - HEATCARE

WHAT HEATCARE PROVIDES:

We will provide all materials & Labour to carry out & complete repairs to your Domestic Home heating system in the event of a failure, breakdown or similar occurrence. It provides 24/7 access to trained engineers who will attend at the earliest mutually convenient appointed time that is available (see section seven for appointment scheduling)

SUMMARY OF COVER:

We will carry out repairs or replacements inside your Home in the event of leaks, mechanical failure or other malfunction of: A single gas boiler and controls and wet (using water) or warm-air gas, oil or LPG fired central heating system in your home and to include standard panel radiators, radiator valves, pipe work, timers / programmers, thermostats, diverter valves, up to 2 circulating pumps, burner components, fans, expansion vessels, gas valves, oil pumps, control box's, circuit boards, auto air vents, pressure valves, transformers and other associated equipment. HEATED TOWEL RAILS - we will provide a replacement towel rail up to a maximum trade value of £175.00 + Vat. Repairs to your Gas, LPG or Oil supply pipe between the gas meter or supply tank/s provided that unobstructed access can be gained to faulty parts / areas, if fuel supply pipes require replacement then charges will apply.

Accidental Damage - We will provide repairs to your heating system (as described in summary of cover above) in the event of accidental damage by you which affects its functioning including any one such occurrence within a six month period caused by you, your builder, contractor or other trades people you have employed to work within your domestic home. Any such single incident is limited to a total parts / materials cost to MCS of £200.00 Inc vat & a total labour cost to MCS not exceeding four hours and provided that any such incident was not the result of outright negligence by you, or any such contractor / person, this includes repair of accidental damage to hidden internal pipes but only in the specific circumstances where you damage it, through accidentally puncturing it with a nail, screw or similar fastening which results in an escape of water. PLATE-TO-PLATE / SECONDARY HEAT EXCHANGERS – we will de-scale or renew (at our discretion) free of charge, this heat exchanger, subject to one descale or renewal per contract term. This does not apply to the primary/main heat exchanger which remain excluded from the contract.

SECTION TWO - PLUMBCARE

WHAT PLUMBCARE PROVIDES:

We will provide all materials & Labour to carry out & complete repairs to your Domestic Home plumbing system in the event of a failure, breakdown or similar occurrence. It provides 24/7 access to trained engineers who will attend at the earliest mutually convenient appointed time that is available (see section seven for appointment scheduling)

SUMMARY OF COVER:

We will provide repairs or replacements inside your home in the event of leaks or mechanical failure of: Hot and cold water pipes from the mains stopcock inside your Home leading to your taps and garden taps (fastened to the main building / dwelling) Includes main stopcock provided it is readily accessible, no lead connections are involved and that it is above ground, your cold water storage tank/s, leaking overflow pipes, standard ball valves and toilet siphons, hot water cylinders (open vent cylinders only) immersion heaters, (mains pressure and / or unvented cylinders are excluded) washing-machine and

dishwasher hot and cold flexible pipes (as long as they are installed to the manufacturer's instructions).
waste traps, thermostatic mixing valves (stand alone) We do not cover frost or cold weather damage.
Accidental Damage - We will repair to your plumbing system (as described in summary of cover above)
in the event of accidental damage by you which affects its functioning including any one such
occurrence within a six month period caused by you, your builder, contractor or other trades people you
have employed to work within your domestic home.

Any such single incident is limited to a total parts / materials cost to Mcs of £250.00 Inc vat & a total
labour cost to Mcs not exceeding four hours and provided that any such incident was not the result of
outright negligence by you or any such contractor / person, this includes repair of accidental damage to
hidden internal pipes but only in the specific circumstances where you damage it, through accidentally
puncturing it with a nail, screw or similar fastening which results in an escape of water, we will also
repair faults with internal drain pipes up to a maximum diameter of 2 inches and that they are above
ground. Restoring flow by getting to and un-blocking or repairing waste pipes (for example, UN-blocking
sinks, waste and waste pipes). This applies to pipes within the boundary of your property but only where
you have sole responsibility for the pipes (this does not include public or shared drains even if these are
within the boundary of your property).

Limit for parts and labour on waste pipes: Parts and labour are included up to £300.00 including VAT
(per claim / incidence) to access your system and make repairs.

WATER LEAK

The cost of gaining access to the affected pipes, and making good damage caused by gaining access,
will be limited to £250.00 (including VAT) in each occurrence. Making good damage caused by
necessary access means filling or plastering to make level but excludes redecoration.

The General Conditions and Exclusions:

Drains Exclusions - we do not include repairs to the following in your agreement:

Any 'below ground' sewage or 'foul water' fittings, pipes or components that are concealed within solid
floors either internal to or external to your house.

Any external 'above ground' sewage or 'foul water' fittings, pipes or components that are not fixed to the
external walls of your property. We do not repair / replace rainwater goods.

Repairing or replacing manholes, soakaways, septic tanks, cesspits, treatment plants and their outflow
pipes

Regularly cleaning your drains and any de-scaling of your drains

Repairing or replacing any lead or steel pipes.

Frost damage is excluded.

Parts and labour are included for unlimited call outs, as long as all the essential working parts are
available.

SECTION THREE - ELECTRICARE

WHAT ELECTRICARE PROVIDES:

We will provide all materials & Labour to carry out & complete repairs to your Domestic Home electrical
system in the event of a failure, breakdown or similar occurrence. It provides 24/7 access to trained
engineers who will attend at the earliest mutually convenient appointed time that is available (see
section seven for appointment scheduling)

SUMMARY OF COVER:

Repairs of electrical wiring and electrical fixtures inside your Home and within 1 single (or double)
standard domestic garage as long as the garage does not contain its own power supply and the wiring
and fixtures have been installed correctly. This covers the fixed electrical wiring system and fuse box /

consumer unit, light switches, wall sockets, standard light fittings, (standard means white bulb holder, standard fluorescent tube fitting etc) circuit breakers & fuses etc.

Parts and labour are included for fitting standard replacement parts; for example, we will replace all fittings with a standard white plastic fitting unless you provide an alternative.

Accidental Damage - Repairs to your electrical system (as described in summary of cover above) in the event of accidental damage by you which affects its functioning including any one such occurrence within a six month period caused by you, your builder, contractor or other trades people you have employed to work within your domestic home. Any such single incident is limited to a total parts / materials cost to Mcs of £200.00 Inc vat & a total labour cost to Mcs not exceeding four hours and provided that any such incident was not the result of outright negligence by you or any such contractor / person, this includes repair of accidental damage to hidden internal cables but only in the specific circumstances where you damage it, through accidentally puncturing it with a nail, screw or similar fastening which results in a dangerous or unsafe situation occurring. Parts and labour to access the damaged cable and make good damage caused by the necessary access is limited to £250.00 Inc Vat in each occurrence. Making good damage caused by necessary access means filling or plastering to make level but excludes redecoration. Parts and labour are included for unlimited call outs, as long as all the essential working parts are available. Repairs of electrical wiring and electrical fixtures inside your Home and within 1 single (or double) standard domestic garage as long as the garage does not contain it's own power supply and the wiring and fixtures have been installed correctly. This covers the fixed electrical wiring system and fuse boxes, light switches, wall sockets, standard light fittings & circuit breakers. Parts and labour are included for fitting standard replacement parts, for example, we will replace all fittings with a standard white plastic fitting unless you provide an alternative.

ELECTRICARE EXCLUSIONS

We do not provide repairs / replacements to controls, pumps, detectors, timers and programmers (unless covered by Heatcare)

We do not repair or replace the mains supply up to the fuse box (this is handled by your power provider & is usually free of charge) We do not repair / replace door bell systems, electronic entry systems, transformers (of any kind / type) We do not supply or fit replacement bulbs, lamps, tubes or other similar disposable items. We do not repair the parts of the power supply between your Home and the outbuildings on your property that are outside of the main dwelling. We do not repair outside lights that are above 2.5 meters in height. We do not repair or replacing rubber or lead wiring. Getting to your appliance/system We include our costs up to £250.00 (including VAT), for each job (parts and labour) to get to your system, for example, pipes or wiring buried in walls or 'built-in' appliances. We do not include the cost of getting to your appliance (parts and labour) where your system is inaccessible due to a design fault.

SECTION FOUR - GENERAL CONDITIONS APPLICABLE TO ALL AGREEMENTS + INCLUSIONS & EXCLUSIONS

HEATCARE EXCLUSIONS

The following items / incidents are not included in your agreement/s:

Removal & or refitting of radiators and other equipment for the purpose of decorating and / or any other 'non fault' reasons.

Calls or attendance's to reset controls that are the customers responsibility and are part of normal & usual customer operating procedures (e.g.: change of time from winter to summer setting, turning thermostats up or down, turning radiator valves up / down etc) Fuel valves closed or partially closed, Fuel tanks empty, Contaminated fuel, Incorrect fuel,

Any part of your boiler flue, chimney or terminal, decorative lamps, fire radiant's, energy management systems, kick space heaters, water powered warm air blowers, replacement boiler, power flushing / descale (we will provide one secondary/plate-to-plate heat exchanger descale or at our discretion, replacement per contract term), curved or specially manufactured radiators. The total trade value we will pay for any one replacement radiator is limited to £250.00. Improvements including work that is needed to bring your appliance/system up to current standards/legislative requirements. Examples of these improvements include replacing parts such as flues or vents that do not meet current standards, (these are examples only, not a complete list). Upgrades which you may want to have carried out to improve your appliance/system. Examples of upgrades include replacing working radiators with improved models, (these are examples only, not a complete list.) Replacing or repairing parts that do not affect how the appliance/system works or decorative or specialist parts. Resetting controls (for example, thermostats and programmers following changes due to winter or summer).

Repairing damage caused by scale, sludge or other debris if we have told you permanent repairs, improvements or a Powerflush (or a similar cleaning procedure) are needed to make sure your appliance/system works properly. We will only tell you this if, in our expert opinion, it is necessary. Main pressure and / or unvented cylinders are excluded.

PLUMBCARE EXCLUSIONS

The following items / incidents are not included in your agreement/s:

Repairing taps (this is because repairs to taps are very rarely effective)

Replacing taps (We will fit replacement taps supplied by the client solely at our discretion and where unobstructed access is available, refusal to change a tap/s will generally occur when we consider there is a real possibility of damage occurring to your sink or other similar appliance) Repairing or replacing washers in taps. Water softeners, shower pumps and mixer valves, combined overflow and pop up waste mechanism, mechanical pumps, water filters, radiators (unless covered by Heatcare) swimming pools, decorative garden features, rain water pipes and guttering, macerators such as Saniflo, and electrical units for toilets. Access to your system (excluding Drains) We include our costs up to £200.00 (including VAT), for each job to access your system (parts and labour), for example, pipes or wiring buried in walls or 'built-in' appliances. We do not include the cost of getting to your appliance (parts and labour) where your system is inaccessible due to a design fault. Replacement of any sanitary fitting (sink, WC, bath, shower tray / screen etc) Removal, repair and or replacement of silicone or similar sealant around your bath, sink, shower or other similar fitting. Repair or replacement of any non-silicone type of seal between sanitary fittings and surrounds, tiles, waterproof panels etc. Repair or replacement of any other bathroom or kitchen fitting. We do not cover frost damage.

ELECTRICARE EXCLUSIONS

The following items / incidents are not included in your agreement/s:

Supply of decorative sockets, switches, light fittings or any other fitting that is not classed as a standard fitting. Examples of this would include: Brass sockets & Switches and chandeliers etc. If any of these items does require replacement - then we will supply and fit a white plastic standard version unless the customer provides a suitable decorative item which we can safely fit. Repairs / replacement between the electricity supply meter & the consumer / fuse board. Repairs / replacement of any outside light that is above 2.2 meters in height. Replacement bulbs, tubes, transformers, centralised control units and or remotely operated control systems.

SPARE PARTS

If our engineer does not carry the spare parts your repair work needs on the day, we will search our own warehouse stock of over 25'000 components for the part/s. This means we can get hold of most items the same or following working day. Otherwise, we will do all we reasonably can to find and install parts

from our approved suppliers. We may use other approved parts or parts that have been reconditioned by the original manufacturer.

OBSOLETE PARTS

Manufacturers generally continue to provide spare parts for a minimum period of 10 years after they stop making a particular product / appliance, if we do not carry a spare part or hold it in our warehouse, we will contact a minimum of five independent stockists to check availability. When 5 independent stockists confirm the part is obsolete we will accept this as fact and inform you accordingly. If a part is obsolete and a similar suitable alternative can be safely fitted, we will inform you and advise you accordingly. Mcs reserve the right to charge for any labour or materials over and above what would have been necessary to fit an identical original part.

ALTERNATIVE HEAT SOURCE APPLIANCES

Service and repairs for an electric, solar, heat pump, air conditioning, ground source or other similar item / appliance/s are specifically excluded from any of our agreements.

LANDLORD SAFETY RECORDS (CP12)

We can carry out the inspections that are needed by Landlords at the same time as the Annual Service. We will only check and issue a Gas Safety Record for the gas appliances that are included on your agreement. We can inspect for safety or service any other gas appliances in the rented property for an extra cost. After the inspections on the gas appliances, we will then send you a Gas Safety Record (CP12) showing that we have done a safety inspection, which will include details of any faults we have found and any repairs needed. If you or we cancel your agreement after we have provided a Gas Safety Record, we will not refund our fee for providing the Gas Safety Record.

DESIGN, EXISTING OR INHERENT FAULTS

We will not include the cost of repairs needed because of design faults (unless we are responsible), or faults which existed before you entered into your agreement or which we could not identify on our first visit or at any other time or inspection of that particular system or appliance using reasonable care, observation and skill. If at the first visit or any other time we do identify inherent or design faults, we will tell you what work is needed and what it will cost you for that work to be done, if you do not want the work doing, the agreement will continue with the exception that the particular inherent or design fault is excluded from the agreement.

DAMAGE ARISING FROM INTENTIONAL RISK TAKING

Except where accidental damage caused by you is specifically stated as being included under an agreement, the cost of repairs relating to damage caused by you is excluded from all agreements. The cost of repairs relating to damage caused by someone else or caused through known risk taking or intentionally by you is always excluded from all agreements.

SAFETY NOTICE

We may advise you at any time, that permanent repairs or improvements are needed to make sure your appliance or system works safely (for example, to comply with gas safety regulations, such as upgrading your ventilation to meet current standards). If you do not follow our advice, it may mean that we are unable to fulfil all of our obligations under your agreement. In this case, your agreement will continue to run unless you tell us you would like to cancel or if we cancel the agreement (see section nine - Cancellation)

CONSEQUENTIAL DAMAGE

Unless we are responsible for it, we will not include loss or damage to property (including any cleaning needed) or any other type of loss caused by the appliance, boiler or system to which this agreement relates breaking down or being accidentally damaged by you or leaking (for example, damage to furniture caused by water leaks). If access has to be made to your appliance, boiler or system we will fill in any holes and leave the surface level but we will not replace the original surface or construction. Any

re-decoration or repair of damage that may be needed following our work is your responsibility, unless we have been negligent. The company does not accept any responsibility for any damage caused to the customer's house, property or belongings as a result of defects in the customer's heating, plumbing or electrical systems.

ACCEPTANCE

Payment (full or in part) received by Mcs is deemed as acceptance of these terms & conditions as set out herein.

CLAIM LIMITS

Please see individual claim limits mentioned herein. Each individual claim / incident is limited to an absolute maximum value of £1500.00 + Vat. There is no limit to the amount of claims you can make under your agreement/s.

REFUND

The client's right to any refund under this agreement is waived where any attendance has been made or repairs carried out by Mcs during the period of the agreement/s.

PAYMENT

Where payment for the contract has not or will not be received by Mcs in full, or you cancel your contract, then any repairs carried out, parts supplied / fitted or attendance's made during the term of this agreement will be charged for at non contract rates.

SECTION FIVE - MOVING HOUSE

If you are moving home - please let us know as soon as possible.

You are entitled to the following options if you are moving.

- 1) Any contract you hold with Mcs can be left / inherited by the new home owner provided that you have paid for it in full or the new owner is prepared to continue Direct Debit payments from their date of ownership.
- 2) Any period / portion of contract remaining can be transferred to your new property under your existing payment arrangement subject to Mcs first inspecting / servicing the installation at the new address which will be charged to you at an approximate cost of £50.00 + Vat

SECTION SIX - APPOINTMENTS

BEFORE ARRANGING A REPAIR VISIT - PLEASE REFER TO SECTION SEVEN 'ADVICE & SELF HELP' TO SEE IF THIS ADVICE CAN RECTIFY YOUR PROBLEM.

Gaining access to your property and arranging appointments

It is your responsibility to provide us access to your property. If we cannot gain access to your property, we will be unable to carry out the necessary work. If this happens, we will tell you so that you may arrange another appointment. If you do not arrange an appointment or we cannot gain access, your agreement will continue even though we have been unable to carry out the service. If, after several attempts, you have not made an appointment or we still cannot gain access, we may cancel your agreement. We will tell you in writing if this is the case.

Appointment Times

We will be as flexible as possible with appointment times and ask that the client is also flexible with access arrangements.

On a weekday, we offer the client a choice of AM appointment (8.00am - 1.00pm), PM appointment (12 noon - 6pm) or 'ALL DAY' appointment (8.00am - 6.00pm) Wherever possible, it is greatly appreciated if

you can accept an 'ALL DAY' appointment as this affords us greater route planning flexibility thus permitting a faster breakdown response time for all of our clients
WE WILL ATTEMPT IN ALL CASES TO ATTEND EMERGENCIES WITHIN 2 HOURS (Gas leaks, water leaks, total loss of heat during winter etc)

SERVICING

If you are entitled to an annual service, we will carry this out around the same time each year where possible. Additionally, if we attend your house for a repair or other reason and this attendance is close to the date when your boiler is normally serviced, we will, with your permission, carry out the service at this earlier date (this prevents repeat appointments and stops you having to wait in for us)

SECTION SEVEN - ADVICE & SELF HELP

BEFORE CALLING FOR ASSISTANCE - PLEASE READ THROUGH THIS SELF HELP SECTION AND SEE IF THE ANSWER TO YOUR PROBLEM IS LISTED, MANY MINOR 'FAULTS' CAN OFTEN BE CORRECTED BY THE HOMEOWNER MEANING WE ARE AVAILABLE TO ANSWER THE MORE SERIOUS FAULTS QUICKER. THIS SECTION MAY ALSO STOP YOU FROM HAVING TO WAIT IN FOR US TO CALL.

HEATING - GENERAL

BEFORE CALLING AN ENGINEER PLEASE REFER TO THE FOLLOWING:

- 1) COMBI'S Please check that there is sufficient water in the system PLEASE CONTACT US FOR EASY TO FOLLOW ADVICE
- 2) Please check that all controls are set correctly and are calling for heat.
- 3) Most boilers are fitted with a RESET button, knob or control, please refer to your user instructions to check this control is correctly set and has not tripped out.
- 4) RADIATORS - If your radiator/s are cold at the top & warm / hot at the bottom, it is more than likely that they require bleeding - PLEASE CONTACT US FOR EASY TO FOLLOW ADVICE

GAS & LPG FIRED BOILERS

- 1) Please check that the pilot light has not gone out.
- 2) In the case of Combination boilers, please check that the water pressure gauge situated on the front of the boiler is reading at least 1 Bar or is in the green section. (the boiler will not work if the pressure is below 1 Bar / the green section) please see item 1 above.
- 3) Please make sure the main gas control valve situated on the meter or gas tank is turned fully on and has not been accidentally turned off.

OIL FIRED BOILERS

- 1) Please physically check that there is sufficient oil in the storage tank - the best method for this is to dip it with a wooden brush handle or similar. Do not rely upon the gauge on your oil tank as these often stick or become clogged with insects / debris and give false readings. During the busy winter months we are regularly called to 'breakdowns' where the only 'fault' is that the customer has run out of oil.
- 2) ALL oil fired boilers are equipped with a BURNER RESET (LOCKOUT) BUTTON, This button is located inside the boiler on the burner unit and is usually a button which lights up red / orange when a minor fault has occurred. Occasionally, this reset button will 'trip' for no real reason (for example if the boiler has been knocked or if a strong gale has blown the burner flame out) in these cases, simply pressing this button will return your boiler to normal operation. Please refer to your boiler user instructions manual for the exact location of your reset button.(available from their website if you do not have them to hand)
- 3) Please check that the fuel tap located on or adjacent to the oil tank has not been turned off or knocked.

PLUMBING GENERAL

MOST PLUMBING 'EMERGENCIES' CAN BE AVOIDED OR REDUCED BY FOLLOWING SOME SIMPLE STEPS.

- 1) ALWAYS make sure everybody in your household knows where the MAIN STOPCOCK is located, that it can be got to easily and that it is in working order.
- 2) Do not attempt DIY plumbing jobs if you are not totally sure of what is involved and what parts are required, it is often cheaper to have a professional do the work rather than pay the cost of repairs and water damage following a failed DIY project.

ELECTRICAL GENERAL

MOST ELECTRICAL 'EMERGENCIES' CAN BE AVOIDED OR REDUCED BY FOLLOWING SOME SIMPLE STEPS.

- 1) ALWAYS make sure everybody in your household knows where the FUSE BOARD / CONSUMER UNIT is located, that it can be got to easily, that it is in working order and that you have located the main isolation switch located on the fuse board / consumer unit.
- 2) Do not attempt DIY Electrical jobs if you are not totally sure of what is involved and what parts are required, it is often cheaper to have a professional do the work rather than pay the cost of repairs and possible damage following a failed DIY project.

SECTION EIGHT - CONTACT

OUR FULL POSTAL ADDRESS IS:

MCS Heating
796 Beverley Road
HULL
East Yorkshire
Hu6 7EY.
Tele:
MAIN OFFICE 01482 853355
MAIN OFFICE - FAX 01482 805366
MAIN OFFICE - EMAIL mcsheating@aol.co.uk
EMERGENCY / OUT OF HOURS 07860 624418

SECTION NINE - PERIOD OF COVER, RENEWAL & CANCELLATION

PERIOD OF COVER

Your agreement begins when we process your application. Your agreement runs until you tell us that you would like to cancel, or if we cancel the agreement. You may cancel the agreement at any time.

REFUND

The client's right to any refund under this agreement is waived where any attendance has been made or repairs carried out by Mcs during the period of the agreement/s.

RENEWAL

At renewal we will contact you to tell you about any changes to the Terms & Conditions or prices. If you pay by Direct Debit, we will automatically renew your agreement(s) annually until you notify us otherwise.

CANCELLATION

You can cancel your agreement at any time by either writing to us at MCS HEATING, 796 BEVERLEY ROAD, HULL HU6 7EY or TELEPHONING us on 01482 853355

Subject to the following:

Charges - If you cancel your agreement, we may charge you an amount to bring any payments you have made, in the last 12 months, up to the amount required to bring your payments to a pro-rata level equal to the period you were covered by us.. This will depend on when you cancel. The 'Charge' covers the costs we have had to pay but which we have not yet reclaimed at the point you cancel. It includes things such as our costs of carrying out services, dealing with repairs, our administration costs or the costs of dealing with your agreement with us (or all the above).

Our Cancellation Rights

We may cancel your agreement in the following circumstances:

If we give you reasonable notice

If you have given false information.

If you do not make an agreed payment.

For agreements concerning gas boilers, gas appliances or heating systems, if:

we find something wrong at the First Visit; or

we have advised you that permanent repairs or improvements are needed to make sure your appliance or system works properly & safely, and you do not follow our advice within a reasonable period. This advice may include replacing your boiler or system. (What constitutes a reasonable period will vary depending on the nature of the issue and the period could be short in the case of, for example, a safety issue.) If we are not reasonably able to find parts to keep your system or appliance working safely. If circumstances arise (including health and safety issues) which make it inappropriate for the contract to continue.

If we cancel your agreement, we will: - for agreements concerning gas boilers, gas appliances or heating systems, give you a monthly proportional refund less an amount for any appliance servicing we have carried out. Give you a refund based on how long is left of any 12-month cash, cheque, credit card or debit card payment you have already made, after any applicable minimum payments have been met.. If, after several attempts, you have not made an appointment or we still cannot gain access, we may cancel your agreement. We will tell you in writing if this is the case. We reserve the right to cancel your agreement/s at any time. A refund of premium will be returned to the customer for each full month of outstanding agreement term.

SECTION TEN - POWERFLUSH

PowerFlush

We use our PowerFlush to clean the system to remove sludge and other waste from central heating systems.

If we recommend that your system needs cleaning with Power Flush we will charge you to undertake this work. Our engineer will also advise you what other work is needed in order to avoid future problems. We may suggest you correct any design faults that might cause the problem to return. When a repair is needed due to sludge (for example damage to pump, valves or radiators) and we have not already told you that you need to flush and clean your system with PowerFlush or a similar procedure, we will attempt to carry out a repair (excluding the use of PowerFlush) and will do so at no extra cost. Provided that the sludge is not likely to cause fresh damage to any such repair

Magnetic filters and scale reducers

We will repair and maintain any magnetic filters on gas appliances and heating systems included under your agreement. We will also clean out the filter on your magnetic filter if necessary, as part of the Annual Service.

SECTION ELEVEN - LANDLORDS

Landlord's Safety Records (CP12)

We can carry out the inspections that are needed by Landlords at the same time as the Annual Service. We will only check and issue a Gas Safety Record for the gas appliances that are included on your agreement. We can inspect for safety or service any other gas appliances in the rented property for an extra cost. After the inspections on the gas appliances, we will then send you a Gas Safety Record (CP12) showing that we have done a safety inspection, which will include details of any faults we have found and any repairs needed. If you or we cancel your agreement after we have provided a Gas Safety Record, we will not refund our fee for providing the Gas Safety Record.