

Servicing Contract – Alliance Home Care Plus – Boiler and Heating Cover

Please read this Contract and our terms and conditions carefully and contact us if you are unsure of anything. They form the basis of the contract between us and detail exactly what we cover and don't cover, how you can cancel and how you can make a claim.

Customer Name:	
Address:	
Property Address (if different):	
Email address:	
Telephone number:	
Contract Start Date:	
Price per year:	£ _____ inclusive of VAT
Payment (please tick):	<input type="checkbox"/> In full annually in advance <input type="checkbox"/> Monthly instalments of _____ per month <input type="checkbox"/> Monthly instalments of _____ per month with an excess of _____
Term of contract:	12 month minimum term (subject to clause 7 of our terms and conditions)

Inclusions/Exclusions

Included	Not included	
Your first or annual boiler service , including system chemicals	Call outs or repairs required to your plumbing system	
Free call outs	Accidental damage	
Boiler Cover , which includes all repairs to: <ul style="list-style-type: none"> • A single natural gas boiler or warm-air unit on your property, designed for home use and with a heat output capacity of up to 70kW; • The flue including the flue terminal, up to 1 metre in length; • The controls that make the boiler work including the programmer, any thermostats, motorised zone valves and central heating pump (but excluding smart controls such as Nest and Hive); and • The gas supply pipe 	Any parts required to fix the boiler or central heating system	
		Damage caused by limescale, sludge or other debris, if we've told you before that you need to carry out repairs, improvements or a system flush, but you haven't done so
		Fixing showers and their parts
		Underfloor heating controls
		Repairing or replacing the flue including the flue terminal if it's over 1 metre in length
		Repairing or replacing taps
Central Heating Cover , which includes all repairs to the heat and hot water system on your property including: <ul style="list-style-type: none"> • Expansion tank, radiators, bypass and radiator valves • Warm-air vents • Cylinders and any immersion heater and its wired in timer switch; and • The pipes that connect the central heating system 	Repairing or replacing the flue including the flue terminal for any open flued appliances	
		Any part of your boiler and controls which directly supplies a swimming pool
		Resetting your controls or replacing the batteries
		Frozen pipes that need defrosting where there is no other damage
If we can't repair your boiler, as long as it has been serviced annually since it was installed and you have a record of this, we will offer a replacement at a discounted price	Shared water supply pipes	

This Contract is subject to our terms and conditions, overleaf, which list further inclusions and exclusions. Extra copies are available on request. By signing this Contract, you are stating that you have read, and agreed to, our terms and conditions.

Signed:
For and on behalf of Alliance Heat Ltd

Signed:
For and on behalf of the Customer

Print name:

Print name:

Date:

Date: