

Servicing Contract – Alliance Home Care Complete – Boiler, Heating and Plumbing 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	Accidental damage
Free call outs	Water meters
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 	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, shower pumps, sanitary ware, taps, spa baths, seals and grouting
	Underfloor heating controls
	Repairing or replacing the flue including the flue terminal if it's over 1 metre in length
	Repairing or replacing the flue including the flue terminal for any open flued appliances
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 	Water softeners, water filters and waste disposal units and taps that deliver boiling or filtered water
	Any part of your boiler and controls which directly supplies a swimming pool
	Radiators
	Frozen pipes that need defrosting where there is no other damage
Plumbing System Cover , which includes all repairs to: <ul style="list-style-type: none"> • Your hot and cold water pipes from your internal stopcock up to your taps and garden taps, and the flexible pipes to your kitchen appliances • The hot water cylinder and cold water tanks including immersion heaters, toilet siphons, isolation, ball and radiator valves; and • Your water supply pipe from the boundary of your property to your home 	Any parts that are designed to boost your mains water pressure
	Resetting your controls or replacing the batteries
	Rainwater pipes and guttering
	Shared water supply pipes
	Plumbing in detached outbuildings, swimming pools, fountains, ponds or water features and the pipes running to or from them
All available parts required to fix the boiler, central heating system and plumbing system	
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	

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: