



## **Service Plans Terms & Conditions**

### **THT Ltd Boiler Care Overview**

THT Ltd's Boiler Care plans offer complete peace of mind, keeping your home warm, your water hot and your boiler working efficiently all year round.

For an affordable monthly premium, one of our Gas Safe engineers will service your boiler annually and, depending on the plan you choose, your boiler and central heating system will be covered for all parts and labour in the event of a breakdown.

### **What your plan includes**

- Parts and labour costs, as detailed in the plan you have chosen.
- Unlimited call outs for repairs included in your chosen plan.
- Annual boiler service and safety check.
- No excess charges for making a claim.

### **What to do if your boiler breaks down or your central heating system fails**

Just call THT Ltd on 023 8001 5008 and we will arrange an appointment for an engineer to visit you.

No claim forms, no fuss, just great service.

### **Cover provided by THT Ltd Boiler Care**

Total annual limit for repairs, parts and labour is £1000 (inc. VAT) in your plan year.

Boilers 10 years old and over are excluded from cover. You may be required to provide proof of the boilers age before cover is agreed.

If your boiler is uneconomical for repair we may offer a contribution of up to £1000 (inc.VAT) towards the cost of a new boiler instead of repairing it.

Your new boiler must be installed by THT Ltd in order to qualify for our contribution as follows:

Existing Boiler age:

- Up to 4 years old – 100 % of contribution towards similar new boiler.
- Up to 7 years old – 50 % of contribution towards similar new boiler.

- Up to 10 years old – 20 % of contribution towards similar new boiler.

### **How THT Ltd's Boiler Care works**

To qualify for the Toasty, Healthy or Total Home boiler care plans you must have an initial boiler service and system health check. If you are eligible to join the plan you will receive a 10% discount on that service.

As part of this service corrosion inhibitor may be added to your heating system if the engineer believes it is required. There is a cost of £26.23 (+ VAT) for this. There is no labour charge.

Repairs arising as a result of the initial boiler service and system health check must be completed at your cost before you may join the boiler care plan.

Your cover begins as soon as your first monthly payment is received and after the initial 2 week exclusion period has passed.

Payments must be made monthly by direct debit using GOCARDLESS. You will be sent a link to set this up.

THT Ltd reserves the right to refuse cover after the initial boiler service and system health check. Reasons for exclusion may include (but are not limited to) the age of the boiler, or because spare parts are no longer available.

**Please read the following Terms and Conditions carefully for full details.**

### **Terms & Conditions**

THT Ltd will provide cover, subject to the plan selected by the customer, for private domestic gas and hot water systems.

### **Area coverage**

THT Ltd is based in Southampton and care plan coverage covers SO postcodes. Areas outside SO postcodes may be covered at our discretion.

### **Contract**

Your contract is for 12 months commencing on the date of our acceptance confirmation, following your initial boiler service and system health check. At the end of the first 12 months, the plan moves to a rolling contract which may be cancelled with one month's notice in writing.

Please refer to our cancellation information for further details.

You cannot benefit from the boiler care plan during the first 14 days. Any call outs or repairs during this initial period will be charged at THT Ltd's standard rate.

Being accepted to a boiler service plan does not constitute a guarantee from THT Ltd that your appliance has been installed satisfactorily and to current standards.

### **Payment**

Boiler service plan payments are due monthly by direct debit using GOCARDLESS.

All payments will include VAT at the current rate. If the applicable VAT rate changes, you will be notified of the change.

## **Cancellation**

THT Ltd reserve the right to cancel your agreement without notice if:

1. We find something wrong at the initial inspection, or remedial work or works required to make the system conform to the gas safety regulations and standards; or to correct the concentration of corrosion inhibitor; and such 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 source parts required 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 staff.
7. Non-payment of any invoices relating to payments due for remedial works or other works not covered by the plan.

## **Your cancellation rights**

You have the right to cancel the agreement at any time by calling us on 023 8001 5008 or in writing to us at THT Ltd, 24 Elmsleigh Gardens, Southampton, SO16 3GF.

The initial contract is for 12 months, thereafter the plan will continue on a monthly basis until we/you cancel the plan.

If you cancel within 28 days of acceptance on to the plan you will be charged at standard THT 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.

## **Annual Service**

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

## **Spare Parts**

Occasionally it may be necessary to order specific parts for the repair of your appliance. If the parts required for your repair are not immediately available from our engineer's stock, you will be notified of the anticipated delivery date from our supplier.

## **Labour**

Usually your service and repairs will be carried out by THT Ltd directly employed, trained engineers. Occasionally it may be necessary for us to authorise a suitably qualified contractor to carry out the work on our behalf. We only use contractors who are known to us and have the appropriate certificates, qualifications and insurance to do so.

## **Access to the property**

An adult over the age of 18 must be present at the property during the agreed appointment time.

If we cannot gain access or are obstructed in booking further visits to carry out repairs, your service plan will be cancelled and any cancellation charges will apply. No refund will be due for any period already paid.

### **Plan renewal**

When your plan is due for renewal, you will be informed of any changes to the prices or terms and conditions of the plan.

### **Moving home**

You must inform us if you move. You may be able to continue your plan at your new address, subject to an initial boiler service and system health check, plus the completion of any remedial work required.

If you do not inform us that you have moved, you will not be entitled to any refund for payments made in respect of the address on your plan.

The new owner of your existing property may contact THT Ltd to take over the plan and benefit from the cover provided until the care plan expiry date.

### **Guarantee**

THT Ltd offer a 12 month guarantee to make good on any faulty workmanship. Faulty parts are covered by the manufacturers own guarantee. Such guarantees apply from the date the work is 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 and Services Act 1982.

You can also obtain advice about your rights from Citizens Advice and from your local Trading Standards team.

### **Third Party Rights**

Except where the plan is transferred to another holder in agreement with THT Plumbing & Home Improvements, only the agreement holder can benefit from this agreement.

### **Data Protection Act**

THT Plumbing & Home Improvements are registered with the Information Commissioner's Office for the purposes of GDPR. We never sell or pass your details to any third parties.

### **Underfloor Heating**

Underfloor heating systems and any pipework/manifolds/controls related to underfloor systems even if used within a normal/standard heating system are excluded from all plans.

### **Repairs**

Any recommended or required repairs will be the sole decision of THT Ltd.

### **Care Plan Exclusions**

1. Any fault arising from original design or installation of the system.

2. THT 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 including, but not restricted to, 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 including, but not restricted to, kick space heaters, school radiators, column radiators, dual fuel kits, immersion heaters, unvented cylinders, 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 misuse, negligence, malicious or wilful action, pets, pests or third party interference.
11. Accidental damage including, but not restricted to, nail through 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 the system, removal of any products of corrosion from within the system (Powerflush).
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 including, but not restricted to, 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 including, but not restricted to, the parts are obsolete, and 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 fixtures and fittings including, but not restricted to, bathroom fixtures and fittings or kitchen sink.
25. Taps, tap washers, showers, shower trays & shower pumps, water softeners and filters.
26. Water supply from the boundary of your home to the stopcock.
27. Steel or lead pipework.
28. Upgrades to the system 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.

**THT Registered Office: THT Ltd 24 Elmsleigh Gardens, Southampton, SO16 3GF**