

HeatCare Silver Plan: Boiler Breakdown: Annual Boiler Service, 24/7 Boiler Breakdowns, Boiler Parts and Labour Terms & Conditions

Please read this document carefully. It explains what is and is not covered under your HeatCare Silver Plan, how to request service, your cancellation rights, and how to make a complaint. This contract is between you (the named Plan holder) and Heatforce.

1. Definitions

In these Terms & Conditions:

“We,” “Us,” “Our” means Heatforce and our authorised contractors.

“You,” “Your” means the person(s) named on your Plan Schedule.

“Plan” means this HeatCare Silver Plan including these Terms & Conditions and your Plan Schedule.

“Plan Schedule” means the document provided to you summarising the Plan features, Property, start and end dates, and payment details.

“Property” means your UK domestic residence.

“Boiler” means a gas-fired boiler providing central heating and/or hot water through water-based radiators, with total input <70kW.

“Breakdown” means a sudden and unforeseen mechanical or electrical failure that causes the Boiler to stop working.

“Service” means the annual boiler service as defined in section 3.1.

“Authorised Engineer” means a Gas Safe registered engineer appointed by Heatforce.

“Fair Usage Policy” means a maximum of two reactive callouts per 12-month Plan period for boiler breakdowns.

2. Plan Overview

The HeatCare Silver Plan combines scheduled boiler servicing with reactive breakdown cover for the Boiler itself. It is designed to provide peace of mind for heating system reliability while defining clear limits on components covered.

3. What Is Included

3.1 Annual Boiler Service

Once per Plan year, we will arrange a boiler service performed by an Authorised Engineer including:

Inspection and testing in accordance with:

- Gas Safe manufacturer service checklist
- Gas Safety (Installation and Use) Regulations

Visual safety inspection of:

- Heat exchanger (non-invasive)
- Flue, seals, and combustion air pathways
- Basic operational performance checks and combustion analysis

Basic heating system water quality check

Written service record and advisory report

You must provide the boiler manufacturer's instructions on request.

3.2 Boiler Breakdown Cover

Provided 24/7 for the Boiler only:

- Parts and labour to repair sudden and unforeseen Boiler failures.
- Maximum of two reactive callouts per 12-month Plan
- Standard response timeframes (non-priority emergency)

Callouts beyond the Fair Usage Policy may be chargeable at standard rates.

4. What Is Not Covered

The following are explicitly excluded from this Plan:

General Exclusions

- Any work not specifically listed in section 3.
- LPG or non-mains gas systems
- Boilers older than 12 years at the Plan start date.
- Pre-existing faults present before Plan start.
- Defects arising from poor installation, commissioning, or non-compliance with manufacturer instructions.

Breakdown Exclusions

- Heating system components external to the Boiler casing (radiators, valves, pipework, pumps)
- Flue replacement or modifications
- Hot water cylinders, tanks (feed & expansion or cold-water storage)
- Controls external to the Boiler casing (timers, thermostats, programmers, wireless systems)
- Decorative damage, system upgrades, accessories, or cosmetic restoration

Service Exclusions

- Any parts, labour, or corrective action identified at service that relate to breakdowns (covered only under Breakdown)
- Maintenance or service of components not part of the Boiler (e.g., thermostats, controls)

5. Fair Usage Policy

- The Plan includes a maximum of two reactive breakdown callouts per 12-month period.
- We may limit the number of callouts where repeated claims indicate underlying system defects or poor system condition.”
- Parts replaced remain our property until full payment of plan fees has been made.
- Additional callouts will be chargeable at standard Heatforce rates.
- Multiple visits required to resolve the same fault may be treated as a single callout.

6. Responsibilities

6.1 Your Responsibilities

- Allow safe and reasonable access for service and breakdown visits.
- Provide manufacturer’s instructions at service.
- Maintain your Boiler and Heating System between visits, including annual checks were recommended by the manufacturer.
- Inform us promptly of faults or issues.

6.2 Our Responsibilities

- Provide services through qualified engineers.
- Communicate when and how services will be delivered.
- Comply with applicable UK safety regulation and industry standards.

7. How to Request Service or Report a Fault

- Book service or report a breakdown via:
Phone: 02920763622
Email: info@heatforce.co.uk

- Requests should be made during the Plan period.
- You must provide access to the Property for authorised engineers.

8. Payments and Renewals

- Heatcare Silver Plan is charged at £24.00 per month (including VAT)
- Payments are taken monthly by your chosen method.
- Plan renews annually unless you or we cancel.
- Renewal price and terms may change subject to cost and claim history and regulatory changes.

9. Switching or Cancelling Your Plan

9.1 Cooling-Off and Cancellation

You have statutory rights to cancel within 14 days of Plan start (cooling-off period). If you cancel within this period and no service or breakdown work has been done, you will receive a refund less administration fees.

Cancellation must be in writing or via customer portal.

After the cooling-off period:

- You may cancel at any time.
- In the event of a cancellation after the initial technical assessment is completed the first month's payment is nonrefundable
- No refund is due if reactive callouts or a scheduled service has been provided.

10. Complaints and Dispute Resolution

If you are unhappy with any aspect of your Plan:

- Contact customer services in writing or by phone.
- We aim to resolve complaints fairly and promptly.
- If unresolved, you may escalate to an independent ombudsman where appropriate.

12. Governing Law

This agreement is governed by the laws of England and Wales. All correspondence will be in English.

13. Contact Us

Customer Services

Email:

aftercare@heatforce.co.uk

Phone number:

02920763622

Address:

Unit 10, Lambourne Cres, Cardiff CF14 5GP

Calls may be recorded for training and quality purposes.

Customer signature

Date