

# HeatCare Bronze Plan: Annual Boiler Service Terms & Conditions

These Terms & Conditions explain what is included and excluded under the HeatCare Bronze Plan, how your boiler service is delivered, your cancellation rights, and your responsibilities. Please read them carefully before purchasing.

## 1. Definitions

In these Terms & Conditions:

“We,” “Us,” “Our” – Heatforce and its authorised engineers and contractors.

“You,” “Your” – The named Plan holder.

“Plan” – The HeatCare Bronze Plan, including these Terms & Conditions and your Plan Schedule.

“Plan Schedule” – The document confirming your Plan details, including price, Property address, and start date.

“Property” – A private domestic residence within the United Kingdom.

“Boiler” – A natural gas-fired domestic boiler with a maximum heat input of 70kW supplying a wet central heating system.

“Authorised Engineer” – A Gas Safe registered engineer appointed by Heatforce.

## 2. Plan Overview

The HeatCare Bronze Plan provides a single annual boiler service only. It is designed for compliance, safety, and preventative maintenance, not repairs or breakdown cover.

## 3. What Is Included

### 3.1 Annual Boiler Service

Once during each 12-month Plan period, we will conduct a boiler service including:

- Inspection and servicing in accordance with:
  - Gas Safety (Installation and Use) Regulations
  - Manufacturer servicing instructions
- Completion of the Gas Safe manufacturer service checklist
- Benchmark logbook update.
- Visual safety inspection of:
  - Heat exchanger (non-invasive)
  - Flue, seals, and combustion air supply
- Basic operational checks and combustion analysis
- Heating system water quality check
- Written service record and advisory report

This service is preventative, and safety focused.

## 4. What Is Not Included

The HeatCare Bronze Plan does not include:

- Boiler breakdowns or emergency callouts
- Repairs, fault diagnosis, or corrective work
- Parts or labour of any kind
- Radiators, pipework, valves, pumps, or heating controls
- System flushing, chemical treatments, or upgrades
- LPG, oil, electric, solid fuel, or commercial systems
- Any work outside the standard manufacturer service requirements

If faults are identified during the service, we will advise you. Any repairs will be chargeable separately and are entirely optional.

## 5. Booking Your Service

- Your first service may take place up to 6 months after the Plan start date.
- We will contact you by phone, email, or text to arrange your service.
- We will make up to three reasonable attempts to contact you.
- If the service is not completed within the Plan period due to non-response, no refund will be due.

Services are usually scheduled every 12 months but may be rescheduled during periods of high demand.

## 6. Safety

If safety issues are identified, we will follow the Gas Industry Unsafe Situation Procedure.

This may require the Boiler to be turned off until the issue is resolved. Heatforce is not responsible for restoring service where safety defects exist.

## 7. Your Responsibilities

You must:

- Provide safe, reasonable access to the Boiler and controls.
- Ensure the Boiler is in a serviceable condition.
- Make manufacturer instructions available if reasonably required.
- Ensure the system has not been altered or misused.

Failure to meet these responsibilities may prevent the service from being completed.

## 8. Payments and Price

- £12.00 per month (including VAT)
- Payable monthly by agreed payment method.
- The Plan runs for 12 months unless cancelled earlier.

## 9. Renewal

- We will contact you before renewal with your new price.
- Prices may change to reflect service costs or tax changes.
- We reserve the right not to offer renewal, with notice.

## 10. Cancellation Rights

Cooling-Off Period

You may cancel within 14 days of the start date and receive a full refund, provided the service has not been conducted.

Cancellation must be in writing.

After the Cooling-Off Period

- You may cancel at any time.
- If the service has already been completed, no refund will be due.
- If no service has been delivered, we will refund unused payments.

## 11. Complaints

If you are unhappy with our service, please contact Heatforce Customer Services.

We will aim to resolve complaints promptly and fairly in line with our complaint's procedure.

## 12. Liability

- Heatforce is not liable for indirect or consequential losses.
- The Plan does not guarantee the ongoing condition or efficiency of your Boiler.
- Advice provided during the service does not constitute a warranty or insurance.

## 13. Governing Law

These Terms & Conditions are governed by the laws of England and Wales.

## 14. 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.

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Customer signature

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Date