

# **HeatCare Gold Plan: Boiler Breakdown: Annual Boiler Service, 24/7 Boiler Breakdowns, Heating Controls, Labour and Parts Terms & Conditions**

These Terms & Conditions explain what is covered under your HeatCare Gold Plan, what is excluded, how to request service, and your rights and responsibilities. Please read them carefully and keep them for future reference.

## **1. Definitions**

In these Terms & Conditions:

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

“You,” “Your” means the person named as the Plan holder.

“Plan” means the HeatCare Gold Plan, including these Terms & Conditions and your Plan Schedule.

“Plan Schedule” means the document confirming your selected Plan, Property, start date, and payment details.

“Property” means your private UK domestic residence.

“Boiler” means a mains natural gas-fired boiler supplying central heating and/or domestic hot water to a wet heating system, with an input of less than 70 kW.

“Heating System” means the water-based central heating system connected to the Boiler, excluding items listed as exclusions.

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

“Authorised Engineer” means a suitably qualified engineer appointed by Heatforce (Gas Safe registered where required).

“Fair Usage Policy” means a maximum of three reactive callouts per 12-month Plan period.

## 2. Plan Overview

The Heatcare Gold Plan provides whole-heating-system protection, combining annual servicing with reactive breakdown cover for the Boiler and key Heating System components. It is designed to offer broader peace of mind while maintaining clear and transparent coverage limits.

## 3. What Is Included

### 3.1 Annual Boiler Service

Once per Plan year, we will conduct a boiler service including:  
Inspection and testing in line with:

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

Visual inspection of:

- Heat exchanger (non-invasive)
- Flue integrity, seals, and ventilation

Combustion analysis and basic operational checks

Heating system water quality check

Benchmark logbook update and written service report.

This service is preventative and does not include repairs.

### 3.2 Boiler Breakdown Cover

- 24/7 access to Boiler breakdown support
- Parts and labour to repair covered Boiler failures.
- Up to three breakdown callouts per Plan year
- Standard (non-priority) response times

### 3.3 Heating System Breakdown Cover

In addition to Boiler cover, we also cover parts and labour for sudden and unforeseen failures of the following Heating System components:

Heating Controls

- Programmer
- Thermostat
- Motorised zone valves

Heating System Function

- System pressure faults
- Circulation and flow-related faults within the heating circuit

All repairs must be authorised and conducted by a Heatforce-appointed engineer.

## 4. What Is Not Covered

The following are not covered under this Plan:

### General Exclusions

- LPG, oil, electric, solid fuel, or commercial systems
- Boilers 10 years old or over at the Plan start date.
- Pre-existing faults or issues present before cover began.
- Faults caused by poor installation, commissioning errors, or non-compliance with manufacturer instructions.
- Any work required solely to meet updated building or safety regulations.

### Component Exclusions

- Flue replacement or redesign
- Hot water cylinders
- Feed & expansion tanks or cold-water storage tanks.
- Controls not directly forming part of the heating system (e.g. smart hubs, internet-connected devices)
- Decorative finishes, making good, or cosmetic repairs.
- System upgrades, enhancements, or re-designs

## 5. Fair Usage Policy

- The Plan includes a maximum of three 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. Your Responsibilities

You must:

- Provide safe, reasonable access to the Property.
- Maintain the system in line with manufacturer guidance.
- Inform us promptly of faults.
- Ensure the system is not modified without professional approval.

Failure to meet these responsibilities may affect cover.

## 7. Our Responsibilities

We will:

- Use appropriately qualified engineers.
- Conduct work in a reasonable timeframe.
- Comply with applicable UK laws and safety regulations.
- Clearly explain any exclusions or chargeable work before proceeding

## 8. Payments and Renewal

- Monthly cost: £28.00 per month (including VAT)
- Paid by monthly direct debit or approved payment method.
- The Plan runs for 12 months and renews annually unless cancelled.
- Renewal terms and pricing may change with reasonable notice.

## 9. Cancellation Rights

### 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 the initial technical assessment survey has not been completed, no service or breakdown work has been done, you will receive a refund less administration fees.

Cancellation must be in writing.

### After the Cooling-Off Period

- You may cancel at any time.
- No refund is due if reactive callouts or a scheduled service has been provided.

## 10. Complaints

If you are unhappy with any aspect of the Plan:

1. Contact Heatforce Customer Services
2. We will investigate and respond promptly.
3. If unresolved, you may escalate your complaint in line with our complaint's procedure.

## 11. Liability and Limitations

- We are not responsible for indirect or consequential losses (e.g. loss of earnings, alternative accommodation).
- The Company's maximum liability under this agreement shall not exceed twice the annual agreement fee paid in any 12-month period.
- Replacement parts may be suitable alternatives rather than identical models.
- All work is subject to safety and accessibility.

## 12. Governing Law

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

## 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.

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Customer signature

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Date