



Full Terms and Conditions
Applicable to all agreements

Our Service commitment to you

At Harbour Heating Ltd we provide a high-quality service and breakdown cover, as part of our commitment to excellence in Customer Service. We only ever use highest quality parts installed by our own qualified and employed engineers.

Harbour Heating Ltd: Boiler Care Plan provides the following benefits:

- We will always endeavour to diagnose and repair faults on the first visit (however some parts may not be readily available).
- We never use sub-Contractors.
- We will carry out an annual safety and performance service to ensure your system is kept working efficiently (this includes Carbon monoxide detection).
- Year-round cover for boiler and controls, (look at care plan for details).

Section 1. Terms and Conditions

The Harbour Heating Boiler Care Plan.

This service is for a single central heating system and includes:

- An annual service check of the boiler and system controls.
- Labour included but not parts/materials.
- Landlords please contact us for contract details.

For full details of what is included in your plan please refer to the cover plan information.

	Care Plan 1
Annual Fee	£234.00
Or if paying Monthly Direct Debit	£19.50
Service Costs	Included
Call out Costs	Included
Parts Costs	Not Included
Labour Costs	Included

Spare Parts

If we do not carry the spare parts your repair needs on the day, we will do all we reasonably can to find parts from our suppliers. We may use an approved alternative or parts that have been reconditioned by the original manufacturer. Obsolete Parts. We will always contact three independent parts suppliers and when all three state that it is obsolete, we will need to accept this as fact.

Labour

One of our engineers will always carry out the work.

Using Personal information

Information you provide or we hold about you may be used by us to:

- Identify you when you contact us.
- Help improve services and products we provide, and / or may provide in the future Through the CIFAS system (the UK's fraud prevention scheme), we and other organisations may also access information about you.
- To help make decisions about credit card and credit related services for you and members of the household.
- To check your identity to prevent money laundering, unless you give us any other satisfactory proof of identity.

We may monitor and record communications with you (including phone conversations and e mails) for quality assurance, legal, regulatory and training purposes.

Third Party rights

Nobody other than you will be able to benefit from this agreement.

Our Responsibilities

We will meet our responsibilities under this agreement within a reasonable time unless it is impossible for us to do this because of circumstances outside our reasonable control. We will not be responsible for delays caused by our suppliers or their agents.

Exclusions

Your Harbour Heating Boiler Care Plan will not include the following:

Cover in the first 4 weeks of your contract

Should a breakdown occur in the 4 weeks of a Harbour Heating Care Plan being accepted, Harbour Heating will not be liable for any cost to rectify the breakdown.

Unviable Boilers

Boilers which are over 15 years old or beyond economical Repair. Also, certain boiler models see appendix 1.

Design or existing faults

The cost of repairs required due to design faults (unless we are responsible), or faults which existed before you entered into the agreement.

Access

We do not include the cost of accessing your appliance, to make a repair, where your system is inaccessible due to a design fault, e.g., Pipes buried under concrete floors, plastered in walls, built in appliance, laid under underfloor heating, wooden flooring etc. We have a one hour time limit to access and repair faults. Third Party Damage The cost of repairs, relating to damage caused by you, or someone else. Including utility companies.



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Consequential loss

Unless we are responsible for it, loss or damage to property caused by the appliances, boiler or system breaking down (for example, damage to furniture caused by water leaks).

Normal Insured Risks

The cost of repairing faults or damage caused by freezing weather conditions, subsidence, structural repairs, accident, fire, lighting, explosion, flood or storm. The cost of repairing damage caused by changes to, or problems with, the gas, electricity or water service. Please ensure you check your Household insurance to ensure you have adequate cover for these risks.

Other Exclusions

Replacing or repairing decorative or other parts which do not impact how the system works. Replacement taps, basins and toilets
Mains pressure cylinders.

Optimisers, Wave controllers and all other similar 'non-standard' weather compensators.

Resetting controls (for example, thermostats and programmers following winter or summer time changes).

Removing asbestos associated with repairing the appliance or system.

Cash alternative to any benefits.

Repairing any damage caused by our work unless we have been negligent.

Repairing or replacing appliance flues.

We will make good any matters where it is our responsibility. This will exclude painting of radiators, decorating, carpentry work or boxing of any pipework, tiling, or lifting or re-laying of carpets.

Following our work, redecoration may be necessary in certain situations.

We cannot take any responsibility for this.

Repairing or replacing parts of your central heating system and controls which are specifically designed for piped underfloor heating.

Repairing or replacing any lead or steel pipes.

Replacement of hot water cylinders and radiators.

The callouts and visits to premises under the Harbour Heating Ltd Boiler Care Plan are subject to a maximum of £525.00 per visit.

Any faults/repairs to any parts of linked/interconnected systems for example DH Water linked to Solar or ground source etc.

Detached Garages.

We will not be responsible for alternative accommodation if your house is uninhabitable due to faults within your system.

Power flushing.

Boiler models: Potterton Powermax, Britony, Chaffoteaux, Sime, Servowarm and Elm Le Blanc; or any make or model of back boilers, open flued boilers and floor standing boilers.

Boilers with an attached hot water store (combi store).

Repairing faults caused by limescale, sludge (dirty water contaminated by particles of dirt, rust other debris)

Repairs where your boiler is deemed Beyond Economical Repair.

Repairing pre-existing faults or faults that occur within the first 28 days of cover.

Systems or appliances that haven't been installed, maintained and used in accordance with manufacturer's instructions and or current regulations or best practice.

User tasks which are detailed in your user guide, re-pressurising your system and or bleeding your radiators (section 4)

Systems that are powered by anything other than natural gas..

Upgrades or improvements to your system.

Accidental damage if you or someone working in your property causes a fault this should be covered by your home insurance.

Non-standard items or parts such as underfloor heating. These need specialist parts and engineers, so we'd recommend getting in touch with the manufacturer for advice.

Repairing or replacing the mains cold water stopcock, water softeners, shower pumps and mixer valves, combined overflow and pop-up waste mechanism, mechanical pumps, water filters, swimming pools, decorative garden features, rainwater pipes and guttering, macerators and electrical units for toilets Repairing or unblocking drains

Section 2. Moving House

If you are moving house, please let us know as soon as possible.

You are entitled to the following options if you are moving:

- Any contracts you hold with Harbour Heating Ltd can be left/inherited by the new homeowner provided that you have paid in full, or the new owner is prepared to continue Direct Debit payments from their date of ownership.
- Boiler care plan is not transferable. A new contract will need to be arranged.
- We reserve the right to charge to correct any faults at your new property, or as an alternative, exclude any faults we deem unsuitable.

Section 3. Appointments

Before arranging a repair visit, please refer to section 4 "Advice and self-help" to see if this advice can rectify your problem.

Gaining access to your property and arranging appointments

It is your responsibility to provide us with access to your property.

If we cannot gain access to your property, we will be unable to carry out the necessary work. If this happens, we will let you know so that you may arrange another appointment. If you do not arrange an appointment, or we cannot gain access, your agreement will continue even though we have been unable to carry out the service. If, after several attempts, you have not made an appointment or we still cannot gain access, we may cancel your agreement. We will let you know in writing if this is the case. This will also incur a charge of £95+VAT.

Appointment times

We will be as flexible as possible with appointment times and also ask that the client is flexible with access arrangements.

Appointment times will be between 8am-5pm. Servicing, we will carry this out around the same time each year where possible. Additionally, if we attend your house for a repair or other reason and this attendance is close to the date when your boiler is normally serviced, we will, with your permission, carry out this service at an earlier date (this prevents repeat appointments and prevents you having to wait in for us)

EMERGENCY CALLS WILL BE GIVEN PRIORITY

(gas leaks, water leaks, total loss of heating during winter etc).

Please note: During exceptionally busy periods of workload, we may move to a priority only policy whereby only essential problems are attended to i.e., total loss of heat/hot water, water leaks, gas leaks etc.



Section 4. Advice and Self help

Before calling for assistance - Please read through this self-help section. Many queries can often be corrected, meaning we are able to respond to more serious faults, and avoid you having to wait in for us.

Heating General

Before calling an engineer, please refer to the following:

- For Combination boilers please check that there is sufficient water in the system.
- Please check that all controls are set correctly and are calling for heat.
- Most boilers are fitted with a RESET button, knob or control, please refer to your user instructions to check this control is correctly set and has not tripped out.
- Radiators - If your radiator/s are cold at the top & warm / hot at the bottom, it is more than likely that they require bleeding.

If you're completely stuck, please call us.

Gas Fired Boilers

- In the case of Combination boilers, please check that the water pressure gauge situated on the front of the boiler is reading at least 1 Bar or is in the green section. (The boiler will not work if the pressure is below 1 Bar/ the green section) please see item 1 above.
- Please make sure the main gas control valve situated on the meter or gas tap is turned fully on and has not been accidentally turned off.

Section 5. Powerflush

Power flushing / parts damaged by sludge.

We Power Flush to clean the system to remove sludge and other waste from central heating systems. If we recommend that your system needs cleaning with a Power Flush, we will charge you to undertake this work. Our engineer will also advise you what other work is needed in order to avoid future problems. We may suggest you correct any design faults that might cause the problem to return. When a repair is needed due to sludge (for example damage to pump, valves or radiators) and we have not already told you that you need to flush and clean your system with a Power Flush or a similar procedure, we will attempt to carry out a repair (excluding the use of a Power Flush) and will do so at no extra cost. Provided that the sludge is not likely to cause fresh damage to any such repair (excluding the main heat exchanger, if the main heat exchanger has been damaged because of sludge we will try to clear blockages but not replace).

Magnetic filters and scale reducers

We will maintain any magnetic filters on gas appliances and heating systems included under your agreement. We will also clean out the filter on your magnetic filter, if necessary, as part of the Annual Service.

Section 6. Landlords Cover

We will only cover/service the appliances that are 1) included in your Boiler Care plan scheme or 2) additional gas appliances that have been nominated for cover. Any other gas appliances in the rented property not so nominated will be included on the gas safety record but will not be serviced or covered for breakdown. After the nominated inspections on your selected gas appliances, we will provide a written Gas Safety record showing that we have carried out a safety inspection; this will include details of any faults that we have found and any repairs that are needed. The cost for repair of any faults will be chargeable and we will submit a quotation for the work to be carried out. Once you have agreed the price, we will carry the repairs and/or rectify the faults detailed in the quotation. Please enquire for further details and prices.

Section 7. Period of cover, and cancellation

About Your Agreement

If you pay by direct debit, your agreement runs until you tell us that you would like to cancel, or if we cancel the agreement (see "Cancellation"). You may cancel the agreement at any time. We will write to tell you about any changes to terms and conditions or prices. For all other payment methods, your agreement runs for 12 months from the date it begins (or is renewed), unless you or we use the cancellation rights (set out in the clause headed cancellation).

Harbour Heating reserve the right to alter the terms and conditions of this agreement, you will be informed in writing 4 weeks prior to any changes.

Start date.

Your agreement starts when we process your application.

Period of Contract

The contract will be in place for a period of one Calendar year from the date of acceptance of the completed application form, an agreed form of payment. In the event of a breakdown occurring in the first 4 weeks of a new Harbour Heating Ltd Boiler Care Plan being accepted, Harbour Heating Ltd will not be liable for any cost to rectify the breakdown. This does not apply in the event of renewal of the Harbour Heating Boiler Care Plan. If there is a break in the contract, the customer will be required to forego a renewal which will require a repetition of the four-week exclusion clause.



Cancellation

We may cancel your agreement if:

- You have provided false information.
- You do not make an agreed payment.
- We are not able to source parts to keep your system working safely.
- Circumstances arise which make it inappropriate for the contract to continue.

If we cancel your agreement, we will:

- If you cancel your agreement with us, under normal circumstances, we will not provide a refund. However, you are entitled to a full refund if you cancel within seven working days of taking out the agreement, on condition that we have not completed any work.
- If you cancel your contract and you have received a repair benefit, then the full contract premium is due. Alternatively, we will charge for the repairs on a NON-CONTRACT BASIS.

Section 8. Contact

Our Full address details are:
Harbour Heating Ltd
Unit 7 Elliot Road
West Howe Industrial Estate
Bournemouth
BH11 8JX

Tel: 01202 622925
Email: info@harbourheating.co.uk