

BeeXpress Heating & Renewables Service Plans Terms and Conditions.

We understand that terms and conditions are often extremely difficult to understand due to how they are written. We have tried to keep our Service Plans terms and conditions extremely clear so you know exactly what is and isn't covered.

1. Scope of Contract

1.1 BeeXpress Heating & Renewables will provide the level of cover described within the 'Plan Summary' below subject to an initial chargeable service and inspection.

1.2 When referring to 'We' this refers to BeeXpress Heating & Renewables

1.3 This contract is strictly a maintenance contract and is not an insurance policy. BeeXpress Heating & Renewables is therefore not regulated by the FCA.

1.4 This plan is intended for domestic boilers only and will only carry out works at residential properties

2. Our Plans

2.1 Boiler Service Plan

Here is what is included in our Boiler Service Plan:

- Annual Boiler Service Free in 12 Months
- Plumbing Cover (+£10.80/month)
- Unvented Cylinder Cover (+£7.20/month)

2.2 Boiler Service Extra Plan

Here is what is included in our Boiler Service Extra Plan:

- Annual Boiler Service Free in 12 Months
- 1 Free Callout
- Plumbing Cover (+£10.80/month)
- Unvented Cylinder Cover (+£7.20/month)

2.3 Premium Care Plan

Here is what is included in our Premium Care Plan:

- Annual System Water Test
- Annual Carbon Monoxide Test
- Priority Call Outs
- 2 Emergency Call Outs Per 12-Month Period
- Plumbing Cover (+£10.80/month)
- Unvented Cylinder Cover (+£7.20/month)

2.4 Ultimate Care Plan

Here is what is included in our Ultimate Care Plan:

- Annual Boiler Service Included
- Annual System Water Test
- Annual Carbon Monoxide Test
- Priority Call Outs
- 3 Emergency Call Outs Per 12-Month Period
- Plumbing Cover (+£10.80/month)
- Unvented Cylinder Cover (+£7.20/month)

3. Components of the System

3.1 Premium Care Plan

- Boiler and all internals
- Circulation pump
- Thermostatic radiator valves
- Timer/thermostat
- Pressure controls
- Radiators
- Heating pipework
- Hot water cylinder (including unvented) and expansion tank

3.2 Ultimate Care Plan

- Boiler and all internals
- Circulation pump

- Thermostatic radiator valves
- Timer/thermostat
- Pressure controls
- Radiators
- Heating pipework
- Hot water cylinder (including unvented) and expansion tank
- All gas supply pipes

4. Annual Service

4.1. One of our Gas Safe qualified engineers will perform the service and safety check in line with manufacturers instructions

4.2. Included in this service/safety check, we will perform the following as a minimum:

- Check emissions using a fully calibrated flue gas analyser
- Check of the inlet and working gas pressure
- Clean condensate trap
- Clean magnetic filter (if fitted)
- Clean inside of boiler case
- Gas rate if required
- Test of safety devices and all safety checks in line with Gas Safe guidelines

4.3. We will also inspect the radiators, hot water cylinder and other components for leaks or defects

4.4. A gas tightness test will be performed in certain circumstances to ensure the property is free from gas leaks

4.5. The annual service will be arranged at a time and date convenient to you and in the month of your contract renewal. Unless otherwise arranged with the contract holder beforehand.

4.6 The annual service will be carried out Monday to Friday between 9 am and 5 pm unless otherwise agreed by BeeXpress Heating & Renewables

5. Callouts

Plan	Standard Callouts (Before 4 PM)	Out-of-Hours/Weekend Callouts
Premium Care Plan	Within 48 hours	Within 72 hours

**Ultimate Care
Plan**

Within 48 hours

Within 72 hours

Timeframes are subject to workload and availability.

6. Emergency Callouts

Plan	Response Time
Basic Care Plan	Within 72 hours
Premium Care Plan	Within 48 hours
Ultimate Care Plan	Within 48 hours

Timeframes are subject to workload and availability.

7. Exceptions

7.1 Any breakdown that is a result of a problem with the water mains, electrical grid or gas main/meter. Including having no credit on a gas meter.

7.2 Pre-existing faults and defects in the design or installation of the system.

7.3 Any breakdowns caused by blocked drains backing up into the boiler.

7.4 Replacement of cosmetic parts such as boiler casings and covers

7.5 Faults caused due to the fabric of the building, for example, pipes in walls bursting due to subsidence

7.6 Any defects caused due to malicious actions, misuse or third party interference.

7.7 Any defect caused by; fire, flood, lightning, explosion, storm, frost, terrorism or the impact of any other extraneous cause.

7.8 We will not be held responsible for delays in the provision of parts from suppliers or delivery firms

8. Missing / Cancellations of Appointments

8.1 Customers that have arranged a breakdown callout or annual service are given a time slot, if the engineer attends and the customer is not available a rebooking fee is charged to re-attend.

8.2 Customers must give 24 hours notice to change an appointment date/time otherwise a rebooking fee will be charged

9. Use of Subcontractors

9.1 We reserve the right to use subcontractors to carry out any breakdowns or annual services. All subcontractors will be Gas Safe registered and vetted by us for suitability

10. Period, Renewal and Payment Contract

10.1 This contract is binding for a period of 2 years (24 months) from the date the first direct debit is collected

10.2 The contract will be automatically renewed into a monthly rolling contract unless instructed by the customer to cancel. The customer must give notice no later than 14 days before the renewal date

10.3 We reserve the right to cancel the renewal of any contract without giving a reason.

10.4 In the event of non-payment of the Direct Debit cover will be suspended until the account is brought up to date and no works will be carried out

10.5 The contract is cancelled if the customer misses 3 consecutive payments without contacting after the initial 12 months period.

10.6 We reserve the right to cancel any policy at any time if a customer is found to have broken any terms in these conditions.

11. Certificates

11.1 All certificates will be held electronically by BeeXpress Heating & Renewables

11.2 Customers can request copies of any certificate at any time via email without charge.

11.3 Customers can request a hard copy of any certificate subject to a printing and postage charge of £5.

12. Cooling Off Period

12.1 Customers are entitled to a full refund within 14 days of signing the contract. Any breakdowns within this cooling-off period will be charged at the full amount in the event of cancellation.