

Ace Gas NW Ltd Service Plans Terms and Conditions

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

1. Scope of Contract

1.1 Ace Gas NW Ltd will provide the level of cover described within the Plan Summary below, subject to an initial chargeable service and inspection where required.

1.2 When referring to "We" this refers to Ace Gas NW Ltd.

1.3 This contract is strictly a maintenance contract and is not an insurance policy. Ace Gas NW Ltd is therefore not regulated by the FCA.

1.4 This plan is intended for domestic boilers and heating systems at residential properties only.

2. Our Plans

2.1 Basic Service Plan (£10 per month)

- Annual Boiler Service Included
- One Free Boiler Related Callout Per Contract Year

2.2 Advanced Service Plan

- Annual Boiler Service Included
- Unlimited Callouts (Subject to Fair Use)
- Cover for Boiler Issues
- Cover for Heating Issues
- Cover for Plumbing Issues
- Cover for Hot Water Issues
- Cover for Gas Related Issues
- Priority Callouts

3. Annual Service

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

3.2 Included in this service and safety check, we will perform the following as a minimum:

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

3.3 We will also inspect visible radiators, hot water cylinders and associated heating components for leaks or defects.

3.4 A gas tightness test may be performed where required.

3.5 The annual service will be arranged at a time and date convenient to you and in the month of your contract renewal unless otherwise agreed.

3.6 The annual service will be carried out Monday to Friday between 8:00am and 4:30pm unless otherwise agreed.

4. Priority Callouts

4.1 Customers on the Advanced Service Plan will receive priority scheduling.

4.2 We will endeavour to attend reported breakdowns within 24 hours on working days, subject to availability.

4.3 Weekend and out of hours breakdowns will be attended as soon as reasonably possible, subject to workload and availability.

4.4 We aim to attend within 24 hours of a working day but can only guarantee attendance within 5 working days.

5. Callouts and Repairs

5.1 Customers are entitled to the level of cover included within their chosen plan.

5.2 Basic Service Plan customers are entitled to one free boiler related callout per contract year.

5.3 Advanced Service Plan customers are entitled to unlimited callouts for covered boiler, heating, plumbing, hot water and gas related issues, subject to fair use.

5.4 Fair use applies where repeated visits are requested for the same unresolved issue, non essential works or issues outside the scope of the plan.

5.5 Unless specifically agreed in writing, replacement parts and materials are not included within either plan and will be chargeable separately.

6. Exceptions

6.1 Any breakdown caused by sludge, scale or system deposits is excluded from cover.

6.2 Any breakdown resulting from problems with the water mains, electrical supply, gas mains or gas meter is excluded.

6.3 Pre existing faults and defects in the design, installation or commissioning of the system are excluded.

6.4 Any breakdown caused by blocked drains backing up into the boiler is excluded.

6.5 Cosmetic parts including boiler casings and covers are excluded.

6.6 Faults caused by the fabric of the building, including subsidence or structural movement, are excluded.

6.7 Faults caused by misuse, malicious damage or third party interference are excluded.

6.8 Damage caused by fire, flood, lightning, explosion, storm, frost, terrorism or any other external event is excluded.

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

7. Missing or Cancellation of Appointments

7.1 Customers that have arranged a breakdown callout or annual service are given a service appointment slot. If the engineer attends and the customer is unavailable, a reattendance charge of £99.00 plus VAT may apply.

7.2 Customers must give at least 24 hours notice to change an appointment date or time. Failure to do so may result in a rebooking charge.

8. Use of Subcontractors

8.1 We reserve the right to use subcontractors to carry out breakdowns or annual services. All subcontractors will be suitably qualified and, where required, Gas Safe registered.

9. Period, Renewal and Payment Contract

9.1 This contract is valid for a period of 12 months from the date the first direct debit is collected.

9.2 The contract will automatically renew into a monthly rolling contract unless cancelled by the customer. Notice must be given at least 14 days before renewal.

9.3 We reserve the right not to renew any contract.

9.4 In the event of non payment, cover will be suspended until the account is brought up to date.

9.5 The contract may be cancelled if the customer misses 3 consecutive payments without making contact after the initial 12 month period.

9.6 We reserve the right to cancel any policy where a customer breaches these terms and conditions.

10. Certificates

10.1 All certificates will be held electronically by Ace Gas NW Ltd.

10.2 Customers may request copies of certificates by email without charge.

10.3 Printed copies may be requested subject to a £5 printing and postage charge.

11. Cooling Off Period

11.1 Customers are entitled to a full refund within 14 days of signing the contract.

11.2 Any callouts attended during the cooling off period may be charged at the standard rate if the contract is subsequently cancelled.