

## **SILVER AND GOLD COVER CONTRACT TERMS**

Our aim is to offer a comprehensive cover that gives our customers complete peace of mind, value for money and will protect you from unexpected bills or emergency call outs. We attempt to clarify what is included and what is excluded from the contract from the outset. This will include an initial condition survey of the systems. Our contract does not cover repairs following DIY or work completed by third party contractors.

Once the contract commences there are no excess charges for our call outs, you pay either monthly or in one full payment with a discount and leave the rest to us.

The contract term is for 3 years but you can stop the cover by simply contacting us and letting us know. Please note that you will be charged £80 plus vat for each annual boiler service that has been completed within the contract period if you cancel before the full year and the service has been done.

TS Gas will provide the customers with either Gold or Silver cover. Emergency cover will be provided seven days per week including bank holidays with routine repair work and servicing being carried out between 8.00am and 6.00pm Monday to Friday. TS Gas will endeavour to respond promptly and, if possible, within 24 hours to the customer's request.

The cover does not extend to the list of excluded items. Nor does the cover extend to improper or incorrect use/damage of the systems including environmental damage, use of incorrect power supplies, adaptations other than by TS Gas engineers and alterations made without the knowledge and consent of TS Gas. TS Gas will be entitled to a charge for the excluded works at its normal hourly rate. These will be agreed before the contract commences.

The customer must maintain and make available any paperwork of previous works and inspections and they must also report any faults in a timely manner. They must also inform TS Gas of any changes of address, email, telephone number or contact details.

The request for a plumber/engineer/electrician must be totally genuine and relate to the cover only. Unrelated or excluded call outs will be charged at a rate of **£80.00** + vat for the initial attendance at your address plus any further works required.

The cover does not include repairs on faults, breakdowns or stoppages deemed by TS Gas to be pre-existing. Every attempt to list and exclusions or pre-existing conditions will be made during the initial condition inspection and will be highlighted in the engineer's report. This clause will extend to the first 28 days of this agreement for any work that has been completed by engineers other than TS Gas.

The cover charges are payable in advance to TS Gas in accordance to the payment terms outlined in the agreement and as specified on the invoice.

TS Gas shall have no liability for any damage to the customer's property unless occasioned by TS Gas' negligence.

TS Gas reserves the right to terminate the agreement at any time providing that a full reimbursement for the remainder of the agreement is provided to the customer. If the customer does not pay the agreed charges on the due date, TS Gas will terminate this agreement immediately and without notice.

## **WHAT IS AND NOT COVERED**

### **Boiler:**

The agreement covers the customer for an annual boiler service and safety check of the system, but not for immediate issues related to that safety check.

If the boiler is under manufacturer's warranty then TS Gas will organise and arrange for the manufacturer to attend the property and repair the boiler.

Thereafter any repairs servicing and maintenance will be the responsibility of TS Gas.

### **Heating Pipe Work:**

The agreement covers the customer for an investigation of the pipework but not for immediate issues related to that survey.

Following the initial survey and associated works, the cover will include all repairs of the heating pipework. If the heating pipework is not repairable then TS Gas will supply and fit new heating pipework.

### **Gas Pipe Work:**

The agreement covers the customer for an investigation of the pipework but not for immediate issues related to that survey.

Following the initial survey and associated works, the cover will include all repairs of the gas pipework. If the heating pipework is not repairable then TS Gas will supply and fit new gas pipework.

### **Header Tank:**

The agreement covers the customer for an investigation of the header tank but not for immediate issues related to that survey.

Following the initial survey and associated works, the cover will include all repairs to the header tank. If the header tank is not repairable then TS Gas will supply and fit new header tanks.

### **Hot Water Cylinder:**

The agreement covers the customer for an investigation of the hot water cylinder but not for immediate issues related to that survey.

Following the initial survey and associated works, the cover will include all repairs to the hot water cylinder. If the header tank is not repairable then TS Gas will supply and fit new hot water cylinders.

#### **Immersion Heater:**

The agreement covers the customer for an investigation of the immersion heater but not for immediate issues related to that survey.

Following the initial survey and associated works, the cover will include all repairs to the immersion heater. If the immersion heater is not repairable then TS Gas will supply and fit new parts.

#### **Heating Programmer:**

The agreement covers the customer for an investigation of the heating programmer but not for immediate issues related to that survey.

Following the initial survey and associated works, the cover will include all repairs to the heating programmer. If the heating programmer is not repairable then TS Gas will supply and fit new parts.

#### **Room Thermostat:**

The agreement covers the customer for an investigation of the room thermostat but not for immediate issues related to that survey.

Following the initial survey and associated works, the cover will include all repairs to the room thermostats. If the room thermostats are not repairable then TS Gas will supply and fit new parts.

#### **Cylinder Thermostat:**

The agreement covers the customer for an investigation of the cylinder thermostat but not for immediate issues related to that survey.

Following the initial survey and associated works, the cover will include all repairs to the cylinder thermostat. If the cylinder thermostat is not repairable then TS Gas will supply and fit new parts.

#### **Heating Control Valves:**

The agreement covers the customer for an investigation of the heating control valves but not for immediate issues related to that survey.

Following the initial survey and associated works, the cover will include all repairs to the heating control valves. If the heating control valves are not repairable then TS Gas will supply and fit new parts.

#### **Heating Circulation Pumps:**

The agreement covers the customer for an investigation of the heating circulation pumps but not for immediate issues related to that survey.

Following the initial survey and associated works, the cover will include all repairs to the heating circulation pumps. If the heating circulation pumps are not repairable then TS Gas will supply and fit new parts.

**Radiators:**

The agreement covers the customer for an investigation of the radiators but not for immediate issues related to that survey.

Following the initial survey and associated works, the cover will include all repairs to the radiators. If the radiators not repairable then TS Gas will supply and fit new parts.

**Radiator Valves:**

The agreement covers the customer for an investigation of the radiator valves but not for immediate issues related to that survey.

Following the initial survey and associated works, the cover will include all repairs to the radiator valves. If the radiator valves are not repairable then TS Gas will supply and fit new parts.

**Pressure Relief Valves:**

The agreement covers the customer for an investigation of the pressure relief valves but not for immediate issues related to that survey.

Following the initial survey and associated works, the cover will include all repairs to the pressure relief valves. If the pressure relief valves not repairable then TS Gas will supply and fit new parts.

**Expansion Vessel:**

The agreement covers the customer for an investigation of the expansion vessel but not for immediate issues related to that survey.

Following the initial survey and associated works, the cover will include all repairs to the expansion vessel. If the expansion vessel is not repairable then TS Gas will supply and fit new parts.

**Condense Pipe:**

The agreement covers the customer for an investigation of the expansion vessel but not for immediate issues, repair and unblocking to the condense pipe.

Following the initial survey and associated works, the cover will include all repairs to the condense pipe. If the condense is not repairable then TS Gas will supply and fit new parts.

**External Filling Loop**

The agreement covers the customer for an investigation of the external filling loop but not for immediate issues related to that survey.

Following the initial survey and associated works, the cover will include all repairs to the external filling loop. If the external filling loop is not repairable then TS Gas will supply and fit new parts.

#### **Scale Reducer:**

The agreement covers the customer for an investigation of the scale reducer but not for immediate issues related to that survey.

Following the initial survey and associated works, the cover will include all repairs to the scale reducer. If the scale reducer is not repairable then TS Gas will supply and fit new parts.

#### **Cold Water Pipework:**

The agreement covers the customer for an investigation of the cold water pipework but not for immediate issues related to that survey.

Following the initial survey and associated works, the cover will include all repairs to the cold water pipework. If the cold water pipework is not repairable then TS Gas will supply and fit new parts.

#### **Cold Water Storage Tank:**

The agreement covers the customer for an investigation of the cold water storage tank but not for immediate issues related to that survey.

Following the initial survey and associated works, the cover will include all repairs to the cold water storage tank. If the cold water storage tank is not repairable then TS Gas will supply and fit new parts. **TS Gas do not accept liability for associated structural works relating to tank position and location.**

#### **Toilets:**

The agreement covers the customer for an investigation of the toilets but not for immediate issues related to that survey.

Following the initial survey and associated works, the cover will include all repairs to the toilets. If the toilets are not repairable then TS Gas will supply and fit new parts.

#### **Taps:**

The agreement covers the customer for an investigation of the taps but not for immediate issues related to that survey.

Following the initial survey and associated works, the cover will include all repairs to the taps. If the taps are not repairable then TS Gas will supply and fit new parts.

Please note we do not cover replacing ceramic discs.

**Internal Stopcock:**

The agreement covers the customer for an investigation of the internal stopcock but not for immediate issues related to that survey.

Following the initial survey and associated works, the cover will include all repairs to the internal stopcock. If the internal stopcock is not repairable then TS Gas will supply and fit new parts.

**Shower Pumps:**

The agreement covers the customer for an investigation of the shower pumps but not for immediate issues related to that survey.

Following the initial survey and associated works, the cover will include all repairs to the shower pumps. If the shower pumps are not repairable then TS Gas will supply and fit new parts.

**All Showers:**

The agreement covers the customer for an investigation of showers but not for immediate issues related to that survey.

Following the initial survey and associated works, the cover will include all repairs to showers. If the showers are not repairable then TS Gas will supply and fit new parts.

The agreement does not include tiling, shower trays, seals or grouting.

**EXCLUDED BY THE HEATING AND PLUMBING COVER:**

Boiler Replacement

Boiler Repairs other than those approved under warranty

Frozen Pipework

Under Floor Heating

Curved, Towel and Designer Radiators

Cosmetic, Accidental or Third Party Damage

Any Heating Improvements made by yourself or third party

Any Previous Workmanship (that was carried out incorrectly and against manufactures instructions). We will come out and investigate, diagnose and quote for all the above at no charge as this is covered.

Any blockages in the heating pipework that is caused by build up of heavy sludge

Shower Replacement

Shower Repairs

Shower Pumps

Spa bath repairs

Water Softeners

Tap Replacement