



## **HomeComplete Ts+Cs**

### Plan specific:

1. Emergency callout cover – this covers the labour on any callouts and repairs made on site at time of initial callout. If the engineer is unable to make the repair on the initial visit, then charges for additional labour and parts are applicable. Emergency callouts cover only applies to the things specified within the plan, charges may be applicable for other aspects of the central heating system\* not specifically mentioned within the plan.
2. Unlimited emergency callouts per year are included in cover.
3. \*Definition of other aspects of the central heating system includes gas supply from boiler isolation valve to the boiler, pump, motorised central valves, radiators and valves, cylinder and room thermostats and temperature/time/pressure controls, hot water cylinder, related pipework, feed and expansion tank.
4. Boiler replacement – Only boilers that can be proven to be 7 years of age or younger will be able to take advantage of the lower priced in warranty iCover Plan. It is the responsibility of the customer to provide the proof. Those older than 7 years or with no proven age will only be eligible for the more expensive HomeComplete iCover Plan. The boiler replacement element of your plan only covers the labour and parts required to fit the new boiler. The customer will need to choose and purchase from a selection of iGas Engineers recommended boilers based on the existing system. iGas Engineers will only recommend and install boilers that are like the existing boiler and system. If you want to change or upgrade the type of boiler/system that is installed additional parts and labour charges may be applicable. This will be at the discretion of iGas Engineers and decided on a case-by-case basis.

### General terms:

1. iCover Plan cover – contract remains valid until termination by iGas Engineers or the customer. 28 days' notice (in writing) is required for any cancellations by either side. In the event of cancellation within 12 months of its inception/renewal iGas Engineers reserve the right to charge at standard rates, any work carried out. All contracts are reviewed annually, and we will upgrade the level of cover at the expiry of any manufacturers guarantee period (if applicable) to ensure consistent level of cover.
2. Contract and payment – payment should be made via the approved payment method identified by iGas Engineers. Failure to make payment or cancellation and subsequent failure to reinstate direct debit will render contract null and void after 3 months of non-payment. This will apply irrespective of whether an iGas Engineers agent has contacted you for reinstating your payment method and paying off any monies owed or not. Accumulated debt during this time is still payable to iGas Engineers and payment will be sought.
3. The contract remains valid if payment is continued and remains subject to termination by appropriate notice from iGas Engineers or the customer (see condition 1)
4. The acceptance of a central heating system onto an iGas Engineers iCover Plan does not imply that the system is installed to the relevant standards and iGas Engineers will not accept any responsibility for any inadequacy arising from the original design/installation, and

so make no guarantee as to its fitness for purpose or condition. If a system is incorrectly installed or unfit for use, iGas Engineers reserves the right to terminate the contract. The breakdown and/or maintenance plan is specific to the boiler installed in the property at commencement of the plan. Should the boiler be changed during the term of the iCover Plan iGas Engineers must be informed immediately in writing. iGas Engineers reserves the right to terminate the iCover Plan. In this instance you would not be eligible for reimbursement of payment. Should a iCover Plan be required on a boiler that has been changed since the commencement of the plan without notification being given to iGas Engineers, iGas Engineers reserves the right to charge for any callouts and work at iGas Engineers standard rates.

5. iGas Engineers shall not be liable to fulfil its obligation under the contract if subject to industrial dispute or Force Majeure
6. iGas Engineers may not be held responsible for any delay in provision of spare parts by suppliers and thus no compensation is payable should this occur. iGas Engineers may supply and fit replacement parts and components which are adequate but not the same as defective parts.
7. Change of ownership of dwelling – upon purchase of new property, if the boiler in the new property is deemed to be the same or very nearly the same standard as the boiler in the original property, transfer of iCover plan is possible. If the boiler is not deemed to be the same or very nearly the same standard, we would end the original iCover plan and advise of a new plan to suit the new boilers' standards/condition. You must inform iGas engineers of your impending move within 28 days of contract exchange to allow an iGas engineer to make contact to establish the condition of the new boiler. Failure to inform iGas Engineers of your move will render your existing plan null and void with no refunds available and any work on the new boiler, irrespective of its similarity to the previous boiler, chargeable at iGas Engineers standard rates.
8. Replacements of parts and components will only be fitted where old ones are beyond reasonable repair. iGas Engineers will be the sole deciders as to the condition of the components.
9. Noisy boilers – as boilers become older, for various reasons, they may become noisy. Where age is the sole reason for noise iGas Engineers do not consider this a fault and it is not covered under the iCover Plan contract. A charge will be made for any recurring callouts relating to noisy system, chargeable at iGas Engineers current standard and weekend rates.
10. iGas Engineers shall not be responsible for any repairs to which reasonable access cannot be gained. They shall not be responsible for replacing floorboards/cupboards/carpets etc. which may require removal for access.
11. Boiler Servicing – As part of the iCover Plan the boiler needs to be serviced annually. There is a two-week window either side of the service renewal date within which the boiler service needs to be completed in order to maintain the boiler warranty. If iGas cannot make an appointment or gain access to the boiler within this window to complete the service due to customer related reasons, then the boiler will fall out of warranty and you will automatically be transferred to the higher out of warranty iCover Plan rate as a result. All service work is carried out during normal working hours (Monday to Friday 0800-1700).

#### Standard Exclusions:

- A. Any inadequacy attributing to the original installation or design of the system

- B. iGas Engineers will not be held responsible for the consequential damage or loss occurring as a result of defect in the central heating system unless attributed to the actions or work of iGas Engineers staff.
- C. Any damage due to the failure of water, gas and electricity supply.
- D. Any work including descaling that may arise due to hard water scale deposits or aggressive water supply.
- E. Mechanical breakdowns due to sludge build up within the system, removal of components (by anyone other than iGas Engineers staff) or corrosion within the system.
- F. Should the heat exchanger or heat bank fail, this will deem the boiler to be beyond economical repair. In this instance we will provide suggestions and pricing for suitable replacement boilers that work within your existing central heating system. If not on an iCover Plan that covers the labour and parts required for replacing a boiler the quote will also include the cost of labour and parts and not just the cost of the new boiler. It is not possible to upgrade your plan to cover the labour and parts after the need for a new boiler has been identified in order to eliminate the labour and parts cost required for installation.
- G. Any damage or defect caused by lightning, explosion, flood, storm, tempest, fire, impact or other extraneous causes. Any defect caused through negligence, misuse and third-party interference or malicious/wilful actions.
- H. Domestic water supply from the hot water cylinder or boiler outlet to and including taps and washers
- I. Any adjustment of time and temperature controls, bleeding radiators or pressurizing sealed systems and relighting pilot lights
- J. The fabric of the building and any pipework including flues buried in it
- K. Any building work for the investigation of faults and/or following repair
- L. Any faults present at the time of signing the initial contract. Any callouts deemed to have been pre-existing to the commencement date of the iCover Plan and within the first three months of the contract will not be covered and may incur a charge for the callout and any parts required at the current iGas Engineers rates, variable to the day and time of the callout.
- M. Replacement of flue. The replacement of decorative parts. Consumer durables (e.g batteries, filters, seals, gaskets, inhibitor, fuses, oil nozzles and ignitors).
- N. Heating appliances such as kick space heaters, fan assisted radiators, towel rails, design radiators e.g column radiators, school radiators, dual fuel kits, immersion heaters, prismatic cylinders, custom made cylinders, un-vented cylinders, thermal stores, underfloor heating systems and/or specialist heating, radiant and glass fronts on back boiler fires.
- O. Cylinders with a volume greater than 40 gallons or 182 litres and boilers with a heat output greater than 42 kilowatts and pipework greater than 28mm diameter.
- P. Removing asbestos associated with repairing the central heating appliance/system. When you have had any asbestos removed you must give us a clean air certificate before we will do any further work at your property. By Law, the person who removes the asbestos must give you a clean air certificate.
- Q. Commencing and/or continuing services where we reasonably consider that there is a health and safety risk, including: the presence of hazardous materials, infestations or harassment of our personnel including verbal or physical abuse. We will not recommence work until the health and safety risk has been rectified to our satisfaction.
- R. Appliances and connecting hoses
- S. Showers and shower pumps, specialist toilet ball valves, water filters, softeners, baths, basins/sinks, shower trays and swimming pools

### The Direct Debit Guarantee

- This guarantee is offered by all banks and building societies that take instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit iGas Engineers will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request iGas Engineers to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit by iGas Engineers or your bank/building society, you are entitled to a full and immediate refund of the amount paid from your bank/building society. If you receive a refund you are not entitled to, you must pay it back when iGas Engineers asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank/building society. Written confirmation may be required. Please notify us.