

Gilmour Gas Services Cover Plan 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 Cover Plan terms and conditions extremely clear so you know exactly what is and isn't covered.

1. Scope of Contract

1.1 When referring to 'We' this refers to Gilmour Gas Services

1.2. Gilmour Gas Services will provide the level of cover described within the 'Plan Summary' below. However, there is an initial 30-day period where you cannot make a claim. This is to prevent claims on pre-existing problems and to keep premiums competitive for all our customers.

1.3 We will carry out an inspection of your boiler and heating system within the first 30 days

1.4 This contract is strictly a maintenance contract and is not an insurance policy. Gilmour Gas Services is therefore not regulated by the FCA.

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

2. Our Plans

2.1 Basic

Here is what is included in our Basic Plan:

- Annual Boiler Service
- Labour Discount On Other Services
- Discount on Powerflushing
- 24 Hour Response Time

2.2 Combi Boiler

Here is what is included in our Combi Boiler Plan:

- Annual Boiler Service
- Labour Discount On Other Services

- Discount on Powerflushing
- 12 Hour Response Time

2.3 Full System

Here is what is included in our Full System Plan:

- Annual Boiler Service
- Labour Discount On Other Services
- Discount on Powerflushing
- 12 Hour Response Time
- Unvented Hot Water
- Motorised Valves
- External Expansion Vessels

3. Components of the System

3.1. Your heating system is made up of a number of different components. The components of the heating system covered within each plan are as follows:

3.4 Full System Plan

- Unvented Hot Water
- Motorised Valves
- External Expansion Vessels

Below you find information on each of the benefits within our service plans. Please refer back to 'Our Plans' above to see which items below are included in each plan.

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 of 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 9am and 5pm unless otherwise agreed by Gilmour Gas Services

5. Priority Callouts

5.1 We will endeavour to attend all breakdowns within the timeframes below based on your plan:

Basic Plan: Within 24 hours

Combi Boiler Plan: Within 12 hours

Full System Plan: Within 12 hours

5.2 The timeframes outlined above are subject to workload and availability

6. Loyalty Discount on Other Services

6.1. We offer other services within Gilmour Gas Services that include:

- Powerflushing
- Gas Safety Certificates

As a Cover Plans customer you receive the following discounts on the labour of our other services:

Basic: 25% Discount on all labour

Combi Boiler: 30% Discount on all labour

Full System: 50% Discount on all labour

7. Exceptions

7.1 Any breakdown that is caused by sludge, scale or system deposits will not be covered - this will be confirmed by an independent water quality test if required (chargeable to customer if it fails)

7.2 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.

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

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

7.5 Replacement of cosmetic parts such as boiler casings and covers

7.6 Faults caused due to the fabric of the building, for example, pipes in walls bursting due to Subsidence

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

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

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

7.10 Non-visible Pipework

7.11 Internet-Based Controllers

7.12 Please note we hold the right to refuse you access to our Service Plans if you are not based within our coverage area.

7.13 Please note that any parking charges we incur when visiting your property will be chargeable

8. Missing / Cancellations of Appointments

8.1 Customers that have arranged a breakdown callout or annual service are given a 4 hour slot, if the engineer attends and the customer is not available, the first re-booking is free but a rebooking amount of £25 is charged to re-attend thereafter.

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 valid for a period of 1 year (12 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 in the customer misses 3 consecutive payments without contacting after the initial 12 months period. Failure to make payments within the initial 12 month period will result in £10 administration fee on the account along with payment to get the account balance up to date

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 Gilmour Gas Services

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.