

## New Boilers

## Boiler Care Plans





## Welcome to UKBC

We are a family-run, full-service heating firm with a reputation for excellent customer service and first-class technical expertise.

Established for over two decades, we serve thousands of households throughout Cambridgeshire, Suffolk, Essex, Hertfordshire and Bedfordshire.

### Customers for Life.

We have an excellent reputation for looking after our customers which is demonstrated by the fact that the majority of our customers have been with us for many years. If you choose us to carry out work for you, we will want you to stay with us. This means you will get the very best service and aftercare on offer.

### First Class Service by First Class Engineers.

Whether you are having a new boiler installed or a simple repair carried out, you will find our engineers, punctual, courteous and clean-working. Our engineers are experienced, knowledgeable, Gas Safe registered and OFTEC qualified.

### Excellent Aftercare.

Our popular, straightforward heating care plans offer a superb way for you to ensure that you have heating and hot water when you need it and keep your boiler and heating system in tip-top condition.

### Our Charges.

We charge accurately and fairly for our work and there are no hidden charges. When we quote, we will provide you with a detailed written quotation that is highly competitive and straightforward to understand.



# What our customers say

"I cannot recommend UK Boiler Care enough, everyone I have dealt with has been friendly, professional, polite and knowledgeable. From quoting to installation, the entire process was just 10 days. My boiler had stopped working a few days after getting the quote, and the team managed to fit us in at short notice. On the day, two nice lads turned up on time and cracked on with the job. No fuss, no problems, done in a day. Unbelievable workmanship and skill. If you need any work doing on your central heating, use UK Boiler Care and you will not regret it."

**Toby - Haverhill.**  
**New Boiler Installation.**

"This is my second boiler from UK Boiler Care over a 20 year period. I've also had boiler care with them for many years. They are an excellent company, with expert fitters and professional support staff. Highly recommended."

**Stanley - Cambridge.**  
**New Boiler Installation.**

"We needed to replace our indoor swimming pool boiler. UK Boiler Care were very professional and explained everything to us in detail.

They were friendly, efficient and didn't leave a mess. We will recommend them to all our friends."

**Christine - Brentwood.**  
**New Boiler Installation.**

"Excellent staff and very conscientious."

**Maria - St Albans.**  
**Heating system upgrade.**  
**New Boiler Installation.**

"I would have no hesitation in recommending UKBC. The workmanship was excellent and the price was very good. The Company stayed in touch with me regularly and the engineers were smart and clean."

**Helen - Baldock.**  
**New Boiler Installation.**

"UK Boiler Care came to the rescue when our boiler failed less than two weeks after we moved in to our new home. They were professional, helpful and the new boiler was installed in two days, including removal and decommissioning of the old system. I would have no hesitation in recommending them or using them in the future."

**Martyn - Ely.**  
**New Boiler Installation.**

"UKBC gave me fantastic service from quote to completion of the installation. Being a family business, it's easy to speak to who you need to. They delivered everything that was promised on time. I highly recommend, if you want service which delivers and gives peace of mind."

**John - Bury St Edmunds.**  
**New Boiler Installation.**

"I can wholeheartedly recommend this very professional company. They are a great team, from the really pleasant and helpful staff in the office to the knowledgeable and skilled engineers. Adam fitted the new boiler and Jake the radiators, all excellent and conscientious engineers. The price was extremely good value for the work undertaken."

**Robert - Saffron Walden.**  
**New Boiler Installation.**





# New Boilers



## New Boiler Installations (Gas, Oil, LPG and Warm Air)

Your boiler is one of the most important items in your home and investing in a new boiler is a major purchase decision. Once you have decided to change your boiler, it is important to choose carefully who you instruct to supply and install it.

There is not only the quoted price to consider. You will also need to make sure that the company you choose has specified the correct boiler for your home and that the installation will be carried out to the highest professional standards - to ensure efficient and safe operation and to maximise the life of your new boiler. It is also important to make sure that the company you choose to install your new boiler can provide professional post-installation aftercare.

# Why choose us to install your new boiler?

**First and foremost, we only install the leading brands of A-rated Gas, Oil and LPG boiler, complete with up to 10 years manufacturer's guarantee.**

- We have over 75 years of new boiler and central heating installation experience.
- We are Vaillant Advance and Vaillant Advance MasterTech installers for Gas and LPG boilers. For Oil boilers, we are Worcester Bosch Approved.
- Every year, our highly-experienced engineers install hundreds of new premium-brand Regular, Combi and System boilers. And for Oil heating systems, we install both internal and external boilers.
- We offer a choice of top-quality controls, including the latest Honeywell Home, Hive and Nest.
- During installation, we thoroughly prepare your system in order to protect your new boiler by carrying out a thorough Power Flush or by using the latest MagnaCleanse® technology. We also chemically flush your system as standard
- We never use sub-contractors. All our engineers and support staff are long-standing full-time employees of UKBC.
- Our installation engineers are Gas Safe registered for Gas and LPG heating systems, and OFTEC qualified for Oil heating systems.
- Our aftercare service is second to none. Once your new boiler is in place, you will have direct access to our dedicated customer services team, who will be on hand to help you.
- We provide a range of superb heating care plans (terms and conditions apply) to keep your new boiler in tip-top condition and your heating and hot water system running at all times.
- And last but not least, we offer an excellent choice of flexible finance options to help you spread the cost of your new boiler (subject to status).

Worcester Bosch Greenstar External Oil boiler in situ.



Worcester Bosch Greenstar Combi Oil boiler in situ.



## Book us to install your new boiler in 3 easy steps...

**Our straightforward, three-step approach ensures you are provided with the right boiler, fitted to the highest professional standards - with the minimum of inconvenience to you.**



### **Arrange your free home survey.**

One of our specialist technical surveying staff will visit your home to carry out a thorough home survey. The survey takes into account the layout of your home, your heating needs and, of course, your personal preferences. Our visit is consultative, so the surveyor is on hand to answer any questions you might have concerning the best way to heat your home.



### **Get your free quotation.**

At the end of your survey, our technical surveyor will hand you our detailed written quotation. We will offer you a fixed price to supply and install your new boiler with no hidden or unexpected costs. Our visit is consultative, so the surveyor is on hand to answer any questions you might have concerning our quotation.



### **Book your new boiler installation.**

Once you instruct us to proceed, we will book you in our diary and on the day your new boiler will be installed by our own highly qualified engineers. For your peace of mind, all boilers installed by us come with a manufacturer's guarantee of up to 10 years (subject to make and model of the boiler) and 12 months of a UKBC Care Plan (subject to suitability) for a nominal price per month which includes the first annual service (terms and conditions apply).



# Terms and Conditions

## New Boiler Installations

Important: We may amend these Terms and Conditions at any time, and you should check for the latest Terms and Conditions by visiting our website [www.ukboilercare.co.uk](http://www.ukboilercare.co.uk). The amended Terms and Conditions will be effective from the date they are posted on our website.

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## 1. Definitions

For these Terms and Conditions, the following words shall mean:

1.1 "We"/"Our"/"Company" shall mean UK Boiler Care Limited whose office is at: Room 111, The Epicentre, Enterprise Way, Haverhill Research Park, Haverhill CB9 7LR.

1.2 "You"/"Your"/"Customer" shall mean the person or organisation for whom the company agrees to carry out works, supply services and materials

1.3 "Engineer" shall mean the person(s) undertaking the work on-site.

1.4 "Property" means a private domestic dwelling and any covered garage or conservatory connected to it. It excludes outside areas, including gardens, lawn, outbuildings, borders and driveways.

## 2. Quotation

2.1 Our written quotation is valid for 30 days. If you request us to start work after this time, the price may vary. We will let you know if there has been a change in the price that necessitates a revised quotation and the reasons why.

2.2 We will provide you with a written quotation (either electronically or in hard copy). Our quotation will include the cost of supplying and installing your new boiler and equipment as specified in the quotation.

2.3 The Company shall not be bound by any estimates given verbally.

2.4 The Company shall not be bound by verbal agreements concerning any changes in materials and/or specifications from those detailed in our written quotation. Where the customer requires additional equipment to be installed or work carried out, this must be agreed in writing either on hard copy documentation or by email.

## 3. Installation

3.1 Access to & security of your property  
Access to your property is required in order that the installation may be undertaken. Our engineers will normally attend your property from 08:15AM subject to traffic conditions or unless otherwise stated and leave at 5:30PM. The Company will not be responsible for the security of your property if the engineer is left alone during the installation.

3.2 Timescale- The installation time estimate is our best estimate of the likely time it will take to carry out the installation in accordance with industry standards. Our quoted price will not vary if the job takes less or more time to complete than our best estimate unless you request additional installation work to be carried out and/or parts to be fitted which are not included in our quotation and which will be chargeable.

3.3 Unforeseen delay - We will make every reasonable effort to start and complete the work within the estimate but cannot accept liability for any cost, losses or expense incurred by you because of any unforeseen delays.

3.4 Dangerous conditions

3.4.1 The price specified in the quotation does not include the cost of removing any additional dangerous waste material such as asbestos that may be discovered when carrying out the installation at your property.

3.4.2 If asbestos is discovered during the installation, we reserve the right to immediately withdraw our engineer(s) until your property is made safe.

3.4.3 We will not commence or continue work in your property if we believe there exists a health and safety risk. For instance: unsafe electrics, hazardous chemicals, pest infestations, verbal or physical abuse, or harassment. We will not commence work or return to finish the work until that risk is no longer present. No refund will be due from the Company to the customer if the site is vacated for reasons of health and safety.

3.5 Reasonable care

3.5.1 We will complete the work included in your quote with due care and skill, and in accordance with industry standards.

3.5.2 It is your responsibility to ensure that all existing pipework, valves, radiators and other equipment is in working order. If existing pipework, valves, radiators and other equipment have been poorly installed or have developed faults any failure or consequential damage is in no way the responsibility of the Company, irrespective of whether our engineer has touched them or not.

3.5.3 All reasonable care will be taken by the Company, we accept no liability for any damage to existing plaster work, decorations, flooring etc. which may result from carrying out the work detailed.

3.5.4 Cuts or holes made to allow for equipment will be made good but not permanently finished or re-decorated. We will endeavour to reinstate floorboards to the best of our ability where necessary, but special and/or laminated floors cannot be permanently re-fixed.

3.5.5 Any carpets which are lifted will be re-laid to the best of our engineer's ability, however, we cannot be held responsible for carpets which have been nailed or glued down.

3.5.6 It should be anticipated that an amount of redecoration may be required, and this will be your responsibility and is not included in our quoted price.

3.5.7 Additionally, the Company accepts no responsibility for damage which is attributable to structural defects or other weaknesses

3.6 Flue hole - Where an existing flue hole requires filling in and making good, it will be up to you to supply the requisite amount of appropriate bricks, blocks and mortar. .

3.7 Permissions

3.7.1 It is your responsibility to obtain any written permission that may be required by law for the installation to proceed. We do not

accept liability for unauthorised work. For example, if your property is a listed building you may need listed building consent/planning permission. You will be responsible for any losses or costs to us if claims are made against us for work carried out without the proper permission.

3.7.2 On the agreed installation date, you will need to provide free access to and from the property where the installation is taking place so that we can carry out the installation. You must also provide free access to gas, electricity and water so we can install and carry out testing of your installation

3.8 Disruption - We are not liable for any loss of income, business loss, business interruption or loss of opportunity under any circumstances.

3.9 Completion of the installation - At the end of the day when we have completed the installation, our engineer will ask you to inspect the works we have carried out and will ask you to sign the UK Boiler Care Customer Satisfaction Note. By signing the form, you will be deemed to have agreed that all works have been completed to your satisfaction.

#### 3.10 Post-Installation

3.10.1 Your new boiler will have been installed by us with due care and skill, and in accordance with professional practice and in accordance with industry standards.

3.10.2 If your existing central heating system develops a fault after we have connected the new boiler to it, we will not accept liability for the cost of repairing or replacing parts, unless we have worked in a negligent way and caused the fault. We will exercise reasonable care in assessing the suitability of your existing system, however we will not be liable for any damage caused to your existing plumbing or any consequential damage caused by the failure, incompatibility or poor design of your existing pipework, taps, valves, showers, other fittings or any appliances. Also, we will not be liable for any problems arising from your existing plumbing or any

consequential problems caused by the failure, incompatibility or poor design of your existing pipework, taps, valves, showers, other fittings or any appliances.

3.10.3 When we install a pressurised hot water system as part of the installation, you understand that this could increase the water pressure in your existing plumbing. We will exercise reasonable care in assessing the suitability of your existing system, however we will not be liable for any damage caused to your existing plumbing or any consequential damage caused by the failure, incompatibility or poor design of your existing pipework, taps, valves, showers, other fittings or any appliances. Also, we will not be liable for any problems arising from your existing plumbing or any consequential problems caused by the failure, incompatibility or poor design of your existing pipework, taps, valves, showers, other fittings or any appliances.

3.10.4 The customer understands that due to the wide variety of shower unit types and makes it is not possible for us to determine if your existing shower and new boiler will be compatible. Consequently, we will not be liable if you find that your existing shower is not compatible for any reason with your new boiler.

3.10.5 The customer understands that if a new Combi boiler is installed, water flow rates will be reduced if more than one tap or outlet is used simultaneously. This is an operating characteristic of Combi boilers

### 4. Boiler service

First service and anniversary of installation date

4.1 We will do our best to contact you to arrange the first annual service of your new boiler. However, it is ultimately your responsibility to ensure your boiler gets its first annual service. We will not be liable should the first annual service fail to take place.

4.2 We recommend that you contact us at least 30 days before the anniversary date of the boiler installation/ last service

to avoid missing the correct anniversary. If the anniversary date of the service is missed, then your new boiler manufacturer's guarantee will be invalidated.

### 5. Payment

5.1 A deposit of 10% will be required when you accept our quotation/instruct us to carry out an installation. This can be paid by card or bank transfer.

5.2 There is a 14-day cooling off period starting from the date you accept our quotation and pay your 10% deposit, during which time you have the right to cancel the installation without penalty and your 10% deposit will be refunded.

5.3 You will lose your right to cancel should we start the installation of your new boiler/ central heating system within 14 days of your order being placed and you have requested that we start installation within this 14-day period as it will be deemed that we have been engaged by you to carry out urgent work at your property. If you cancel your boiler installation after the 14-day cooling off period, you must give us at least 5 working days notice before the scheduled installation date. If you do not then we reserve the right to apply a late cancellation charge of £200 plus VAT.

5.4 All balances are due for payment 7 days after commissioning of the boiler. Settlement can be made by card or bank transfer.

5.5 In the event that we must organise one of our engineers to re-attend to fix snagging issues, you may not use this as a reason to withhold payment.

5.6 Title in the goods will not pass to you until the full balance has been paid and shall be retained by us pending payment in full of the balance. Until the title passes to you, we shall have the authority to re-take, sell or otherwise deal with or dispose of all or any part of the goods in which title remains vested in them.

### 6. Guarantees and Care Plan

6.1 Your boiler will come with a manufacturer's guarantee (sometimes referred to as a warranty). The guarantee is a boiler guarantee and therefore only applies to the boiler. It does not apply to any other new or existing parts of your heating system.

6.2 The manufacturer's guarantee is registered by us once you have made full payment of the outstanding balance.

6.3 When we install a new boiler, we will offer you, subject to suitability, the opportunity to sign up to a UKBC Care Plan 12 Month Offer at a nominal amount per month. We collect monthly payment by Direct Debit.

6.4 The UKBC Care Plan 12 Month Offer is subject to the Standard Terms & Conditions of UKBC Care Plans (please see Terms & Conditions: Care Plans).

### 7. Terms of Use

These terms and conditions and all contracts between the Company and the Customer shall be governed and construed in accordance with English Law and shall be subject to the exclusive jurisdiction of English Law.

### 8. Privacy

UK Boiler Care is GDPR compliant and will respect your privacy at all times.

### 9. Acceptance of these Terms and Conditions

Terms and Conditions Acceptance of our quotation and instructing us to install a new boiler and payment of your deposit is automatic acceptance of these terms and conditions and acknowledgement that you have read, understood and agree to these terms and conditions.



# Boiler Care Plans

Our popular boiler and central heating system care plans are designed for customers who seek peace of mind with a straightforward, dependable and effective way of protecting their heating system.



# Choose your plan

We provide care plans for Gas, Oil and LPG boilers and central heating systems. Our prices are simple with no hidden charges or sudden increases.

Our care plan services are provided by our own in-house engineers. Plus our care plan customers have direct access to our own dedicated care plan team, based at our offices, so you won't have to suffer the delays and frustrations of dealing with remote call-centres. And, because we only offer our care plans to customers in our operating area, you can be assured of a prompt and reliable service. An annual boiler service is included with our Gold, Silver and Bronze Heating Care Plans.

	Bronze	Silver	Gold
Annual Boiler Service	✔	✔	✔
Annual Safety & Maintenance Inspection	✔	✔	✔
Fixed Fee Repairs for you Gas/Oil Appliances at £150+VAT	✔	N/A	N/A
365 days a year	✔	✔	✔
Emergency Repairs 24/7		✔	✔
Unlimited Call Outs		✔	✔
No Excess		✔	✔
Replacement Boiler Parts		✔	✔
Parts & Labour		✔	✔
Programmer		✔	✔
Room Thermostat		✔	✔
Cylinder Thermostat		✔	✔
Central Heating Pump		✔	✔
Hot Water Cylinder			✔
Radiators & Pipes			✔
Radiator valves			✔
Expansion Tank			✔
Motorised valve/Bypass Valve			✔

## Bronze Care

- Annual Boiler Service
- Annual Safety & Maintenance Inspection 365 days a year
- Fixed fee repairs to your gas/oil appliances at £150 + VAT per repair\*

\*Payment on booking

**Gas, LPG**  
£9.99<sub>p/month</sub>

**Oil**  
£13.99<sub>p/month</sub>

## Silver Care

- Annual Boiler Service
- Annual Safety & Maintenance Inspection 365 days a year
- Emergency repairs 24/7
- Unlimited call outs
- No Excess
- Replacement boiler parts
- Parts & Labour
- Programmer
- Room Thermostat
- Cylinder Thermostat
- Central Heating Pump

**Gas, LPG**  
£15.99<sub>p/month</sub>

**Oil**  
£19.99<sub>p/month</sub>

Add your Aquair unit for an additional £8.99 a month. (Includes Aquair parts & labour and annual service)

## Gold Care

- Annual Boiler Service
- Annual Safety & Maintenance Inspection 365 days a year
- Emergency repairs 24/7
- Unlimited call outs
- No Excess
- Replacement boiler parts
- Parts & Labour
- Programmer
- Room Thermostat
- Cylinder Thermostat
- Central Heating Pump
- Hot Water Cylinder
- Radiators & Pipes
- Radiator Valves
- Expansion Tank
- Motorised valve/Bypass valve

**Gas, LPG**  
£19.99<sub>p/month</sub>

**Oil**  
£23.99<sub>p/month</sub>

# Terms and Conditions

## Boiler Care Plans

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## 1. Definitions

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1.2 "You"/"Your"/"Customer" shall mean the person or organisation for whom the company agrees to carry out works, supply services and materials.

1.3 "Engineer" shall mean the person(s) undertaking the work on-site.

1.4 "Property" means a private domestic dwelling and any covered garage or conservatory connected to it. It excludes outside areas, including gardens, lawn, outbuildings, borders and driveways.

## 2. Care Plans

### 2.1 Gold Care

24/7 maintenance and repair services for a single boiler, controls, and central heating system.

What's included;

a) An Annual Service of your boiler and system (except parts of the system that are not easy to get to). Please see sections 4.4. 'First Service' and 4.5 'Annual Service' for full details.

b) Annual safety and maintenance inspection. (If you are a landlord and our care plan is for a rental property, we will include the annual Gas Landlord Inspection and CP12 Certificate).

c) Warm air vents (warm air systems only).

d) 'Parts and Labour' (as per your agreement) if your system breaks down or needs repair. (There is no age limit on your boiler, and it does not matter who installed it,

as long as all the essential working parts are available, and we have approved it).

e) Advice about your boiler from our engineers, during your visit.

f) No limit on the number of call-outs to carry out work included in your agreement.

### 2.2 Silver Care

24/7 maintenance and repair services for a single boiler and controls, and central heating pump.

What's included;

a) Annual Service of your boiler and system (except parts of the system that are not easy to get to). Please see sections 4.4. 'First Service' and 4.5 'Annual Service' for full details.

b) Annual safety and maintenance inspection. (If you are a landlord and our care plan is for a rental property, we will include the annual Gas Landlord Inspection and CP12 Certificate).

c) 'Parts and Labour' (as per your agreement) if your boiler breaks down or needs repair. (There is no age limit on your boiler, and it does not matter who installed it, as long as all the essential working parts are available, and we have approved it).

d) Advice about your boiler from our engineers, during your visit.

e) No limit on the number of call-outs to carry out work included in your agreement.

### 2.3 Bronze Care

A 'fixed-fee repairs' service for maintaining the boiler, fires, water heaters and wall heaters at your property (the fee must be paid on booking).

What's included;

a) An Annual Service of your appliance in every year of your agreement.

What's not included;

b) 'Parts and Labour' (as per your agreement) for a repair. You can choose to have work done but will need to pay for the Parts and Labour required.

## 3. General Exclusions

Your agreement does not include the following:

### 3.1 Design or existing faults

We will not include the cost of repairs needed because poor design or design faults (unless we are responsible) or problems or faults which existed before you entered into the agreement or problems or faults we could not reasonably have been expected to be aware of on our First Service or inspection of that particular system or appliance, e.g. piping errors buried under a concrete floor.

### 3.2 Third-party or accidental damage

We will not include the cost of repairs relating to damage caused by you or someone else.

### 3.3 Consequential loss

Unless we are responsible for it, we will not include loss or damage to property (including any cleaning needed) caused by the appliance, boiler or system breaking down or leaking (for example, damage to furniture caused by water leaks). If we have to dig on your property, we will fill in any holes and leave the surface level but will not necessarily replace the original surface or construction. Any redecoration that may be needed following our work is your responsibility, unless we have been negligent.

### 3.4 Normal insured risks

We will not include the cost of repairing faults, or damage caused by freezing weather conditions, subsidence, structural repairs, accident, fire, lightning, explosion, flood or storm. You should check your household insurance to make sure you have enough care for these risks.

### 3.5 Other Exclusions

We will not include the following:

3.5.1 Replacing appliances, bathroom fixtures, showers and sanitary ware.

3.5.2 Improvements including work that is needed to bring your system up to current standards. Examples of these improvements include replacing parts such as flues or vents



that do not meet current standards, replacing thermostats with a more advanced device (these are examples only, not a complete list). You may need to have home improvements carried out before we are able to complete other repairs to your system.

3.5.3 Upgrades which you may want to have carried out to improve your system. Examples of upgrades include replacing working radiators with improved models, (these are examples only, not a complete list).

3.5.4 Underfloor Heating and any dedicated controls for underfloor heating.

3.5.5 Replacing or repairing parts that do not affect how the system or appliance works or decorative or specialist parts.

3.5.6 Resetting controls (for example, thermostats and programmers) following changes due to Winter or Summer or power outages/cuts or following the installation of new smart meter. Our standard call-out charge of £85 + VAT will apply (this will be increased to £150 + VAT if the call out is at weekends or outside our normal Monday to Friday working hours of 8AM to 5PM).

3.5.7 Repair or replacement of taps.

3.5.8 Repair or replacement of electrical hot water/ heating elements.

3.5.9 Repairing or replacing ground source heat pumps and air source heat pumps.

3.5.10 Repair or replacement of showers, shower parts and shower pumps.

3.5.11 Topping up your system inhibitor.

3.5.12 Your internet connection.

3.5.13 Your WIFI set up.

3.5.14 Data transmission to, or from your boiler, device or control system.

3.5.15 Repairing or replacing network hub devices, voice-activated devices or other smart connections between your heating system and a static or portable or mobile device(s).

3.5.16 Loss or damage resulting from accidental, unintended, malicious, or inappropriate interference with the wireless signal/ software/communications of your boiler and controls.

3.5.17 Removing asbestos associated with the appliance or system. When you have 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.

3.5.18 Cash alternatives for repair or maintenance.

3.5.19 Repairing any damage caused by our work or redecorating unless we or our agents have been negligent.

3.5.20 Re-installing any part of the heating system that has come loose due to degradation of your home's building fabric.

3.5.21 Repairing any damage which has resulted from work carried out by any third-party including decorator, builder, plumber or heating engineer (i.e. not a UK Boiler Care employee or person instructed by us to carry out work).

3.5.22 Repairing any damage which has resulted from work carried out by you.

3.5.23 Correcting any problems that have arisen because of work carried out by you.

3.5.24 Resetting controls which have been changed by you or a third-party including decorator, builder, plumber or heating engineer (i.e. not a UK Boiler Care employee or person instructed by us to carry out work) and our standard call-out charge of £85 + VAT will apply (this will be increased to £150 + VAT if the call out is at weekends or outside our normal Monday to Friday working hours of 8AM to 5PM).

3.5.25 Replacing radiators which are not leaking.

3.5.26 Replacing leaking radiators with a like-for-like unit. We will only replace a leaking radiator with a standard white radiator supplied by us.

3.5.27 Repairing or replacing any lead, steel or central heating iron pipes (other than for internal gas-supply customers where the gas-supply pipe from your meter to the appliance is included).

3.5.28 The cost of repairing damage or breakdowns caused by changes to, or problems with, the gas, electricity, or water services.

3.5.29 Commencing and/or continuing services where we reasonably consider that there is a Health & 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 & Safety risk has been rectified to our satisfaction.

3.5.30 Clearing blockages or replacement of or repair of failed, faulty or damaged parts (e.g. your heat exchanger) that are a result of a build-up of limescale, rubble, sludge and scale, other debris or air locks.

3.5.31 The venting of radiators or the re-pressurising of the heating system and our standard call-out charge of £85 + VAT will apply (this will be increased to £150 + VAT if the call out is at weekends or outside our normal Monday to Friday working hours of 8AM to 5PM).

3.5.32 The unfreezing of Condense pipes or problems arising from the freezing of Condense pipes and our standard call-out charge of £85 + VAT will apply (this will be increased to £150 + VAT if the call out is at weekends or outside our normal Monday to Friday working hours of 8AM to 5PM).

3.5.33 Solar hot water cylinders/tanks. We will only replace a solar hot water cylinder/ tank with a standard cylinder/tank. However, customers can upgrade from a standard cylinder/tank to a solar cylinder/tank by paying an extra charge.

3.5.34 Smart controls/thermostats. We will replace smart controls/thermostats but not necessarily with the same make or on a like-for-like basis.

3.5.35 If on arrival at your property we find that the problem reported by you is not related to or caused by your heating system (for example, a water softener or leaking shower) our standard call-out charge of £85 + VAT will apply (this will be increased to £150 + VAT if the call out is at weekends or outside our normal Monday to Friday working hours of 8AM to 5PM).

3.5.36 Replacing or repairing a failed flue caused by failure of the flue seals, including failure due to the ingress of condense.

3.5.37 Carrying out repairs to your boiler or system if we deem it to be beyond economic repair.

3.5.38 We will not replace your boiler under this agreement.

### **3.6 Additional Exclusions for LPG & Oil boilers & Heating Systems**

Your agreement does not include the following:

#### **LPG**

3.6.1 Faults and replacement of the gas line hoses or Regulator.

3.6.2 LPG storage tanks and cylinders and connecting pipework.

3.6.3 Other LPG components which not an internal part of the boiler.

3.6.4 Faults arising after delivery/renewal of LPG.

#### **Oil**

3.6.5 Any part of the oil line, oil fire valves, nozzles.

3.6.6 The oil tank, sight gauge, filter and tap at the tank.

3.6.7 Repair or replacement of a de-aerator.

3.6.8 Oil storage tanks and cylinders and connecting pipeline, pipework.

3.6.9 Investigating, removing and making repairs due to dirt, water or air which has entered the oil line are not covered.

3.6.10 The repair or replacement of any part of an oil level gauge or oil loss alarm.

3.6.11 Clearing up any oil spills due to component or appliance failure.

3.6.12 Loss of boiler function, damage to the boiler or other faults due to no oil or low oil levels or the use of incorrect fuel. If we need to purge the oil line to get your boiler working again once you have a sufficient supply of oil, a charge of £150 + VAT will apply.

3.6.13 Loss of boiler function, damage to the boiler or other faults that arise following the delivery/topping up/renewal of oil. If we

need to purge the oil line to get your boiler working again a charge of £150 + VAT will apply.

## **4. About your agreement**

### **4.1 Period of agreement**

Your agreement is on a rolling 12-month basis. The first 12-month period starts on the date you make your first payment and your legal contract with us is for 12-months. Your agreement is automatically renewed at the end of each 12-month period. If you decide to cancel your agreement at any point you must inform us immediately either by telephone, email or letter. (please see section 4.8 'Cancellation').

### **4.2 Start date and payments**

Your agreement begins on the date you make your first payment. Following your first payment (usually by Direct Debit), payments for your agreement will fall due monthly. If you choose to pay by cash, cheque or credit card we may charge you a small administration fee for processing your payment.

### **4.3 Moving home**

If you are moving home, please tell us when you will be moving out. We will make sure that you are covered until the time you leave. Please note that your care plan will cease immediately at the exact time you move out of your old home.

If you had your boiler installed by us and you have mislaid the documentation sent to you on completion of the boiler installation and you now require a copy of your boiler manufacturers warranty/guarantee and/or the Building Compliance documentation in order to sell your home, we may charge an administration fee of £25 + VAT.

If you would like to arrange care for your new home, please let us know your new address and the date you will move into your new home. We can then arrange care for your new home (subject to a survey) and arrange a First Service of the boiler (please see section 4.4 'First Service' and 4.5 'Annual Service').

### **4.4 First Service**

We will inspect your gas/oil central heating system or gas/oil appliance (or both) to make sure they are safe and in good working order. Your UK Boiler Care service engineer will fill in a safety inspection checklist to show you what he/she has checked. We will normally carry out this service within 28 days of the beginning of your agreement where possible. However, as we give priority to breakdowns, it can be later if there is a lot of demand for our services. If the service reveals a problem, we may;

- a) Tell you what work is needed and what it will cost you for that work to be done.
- b) Offer you a care plan agreement, which will not include the parts causing the problem.
- c) Cancel the agreement and refund your money. We may not carry out a First Service if we have already carried out an Annual Service at the property in the last 12 months.

### **4.5 Annual Service**

The annual boiler service is carried out at the beginning of each year of your rolling 12 month contract. (Please also see section 4.8.4). It is important to have your boiler serviced annually, on or around the same anniversary each year. We will do our best to contact you to arrange the Annual Service but we also strongly advise you to contact us to confirm a time as it is ultimately your responsibility to ensure your boiler is serviced annually. If your boiler is not serviced annually it may affect the safety and efficiency of your boiler and it may also invalidate any guarantee you may have on your boiler.

### **4.6 Reasonable timescales**

4.6.1 Under your agreement, we will aim to attend your property during our normal Monday to Friday working hours (between 8AM and 5PM) within 1 to 4 working days, unless something beyond our control renders this impossible. In these circumstances, we will inform you and provide you with another time we can visit.

4.6.2 In the event of an emergency such as uncontrollable water leakage from your central heating system we will endeavour to attend your property at the earliest feasible opportunity within a 24-hour period.

### **4.7 Gaining access to your property**

We will let you know when it is time to carry out a service. It is your responsibility to arrange appointments and to let us into your property.

4.7.1 If we cannot gain access to your property, we will be unable to carry out the necessary work. If this happens, we will tell you so that you may arrange another appointment.

4.7.2 If you do not arrange an appointment or we cannot gain access, your agreement will continue even though we have been unable to carry out the service.

4.7.3 If, after several attempts, you have not made an appointment or we still cannot gain access, we may apply a no-contact/no-access charge of £30 + VAT or cancel your agreement. We will tell you in writing if this is the case.

4.7.4 You must tell us if you cannot be available for an appointment you have previously booked with us at least 24 hours in advance otherwise a late cancellation charge of £60 + VAT will apply.

### **4.8 Cancellation**

Your agreement is on a rolling 12-month basis. The first 12-month period starts on the date you make your first payment and your legal contract with us is for 12-months. Your agreement is automatically renewed at the end of each 12-month period. If you decide to cancel your agreement at any point you must inform us immediately either by telephone, email or letter.

If you cancel your agreement

4.8.1 Your 14-day cooling off period begins on the agreement start date.

4.8.2 If you cancel your agreement within the 14-day cooling off period, we will refund your monthly payment (or the one off annual payment if you paid for 12 months up front).

4.8.3 If we've carried out any work for you before the cooling off period ends, we will charge you for any works that have been carried out in that period (including any repairs or boiler servicing charges), less the monthly payment you have made up to that point.

4.8.4 If you decide to cancel the agreement with us after the 14-day cooling off period in any 12-month period, you will have to pay the remaining balance outstanding under the agreement. For example, if you have 3 months left of your agreement when you cancel you will have to pay the equivalent of 3 monthly payments. If you cancel your contract in any year within 3 months of the annual service being carried out, our standard service charge of £102 Incl. VAT for a gas or LPG boiler, £144 Incl. VAT for an oil boiler or for a gas boiler and Aquair £147 Incl. VAT will apply.

4.8.5 If you stop your Direct Debit (or cancel your Standing Order) without telling us you will be deemed to have cancelled your agreement on the date of your last payment.

If we cancel your agreement.

We may cancel your agreement in the following circumstances:

4.8.6 If you have given false information. Or you have not told us that you have replaced your boiler or system.

4.8.7 If you are physically violent or verbally abusive towards any member of our staff.

4.8.8 If you do not make an agreed payment.

4.8.9 If our Fair Use Policy is invoked (please see section 4.9).

4.8.10 If we find something wrong at the First Service.

4.8.11 If we have advised you that permanent repairs or improvements are needed to make sure your boiler or system works properly (this advice may include replacing your boiler or system).

4.8.12 If we are not reasonably able to find the parts to keep your system or appliance working safely.

4.8.13 If circumstances arise (including, Health and Safety issues) which make it inappropriate for the contract to continue.

4.8.14 We must be able to deliver all aspects of our care plan to an acceptable standard within a reasonable timescale. We may decide to cancel your care plan if we are no longer able to provide our service in your postal code area. For example, if we no longer have one of our engineers available within a reasonable drive time of the location of your home.

If we cancel your agreement and you have paid for your care plan in advance in one annual lump sum, we will:

4.8.15 Give you a full refund if we find anything wrong at the First Service; or

4.8.16 Give you a refund based on how long is left of any 12-month cash, cheque, credit card or debit card payment you have already made.

#### **4.9 Fair Use Policy**

The aim of our Fair Use policy is to ensure that our services are available for fair use by all of our customers. Under our Fair use Policy, we may cancel or limit your agreement if you make unreasonable demands on us or inappropriate or unfair use of your agreement.

#### **4.10 Safety advice**

We may advise you that permanent repairs or improvements are needed to make sure your appliance or system works safely (for example, to comply with gas safety regulations, such as upgrading your ventilation to meet current regulations). If you do not follow our advice, it may mean that we are unable to fulfil all of our obligations under your agreement. In this case, your agreement will continue to run unless you tell us you would like to cancel or if we cancel the agreement (please see 4.8 'Cancellation').

#### **4.11 Spare parts**

If we do not carry the spare parts your repair work needs on the day, we use a central stock of 30,000 parts. This means we can

get hold of most items the following working day. Otherwise, we will do all we reasonably can to find and install parts from our approved suppliers. We may use other approved parts or parts that have been reconditioned by the original manufacturer.

#### **4.12 Labour**

One of our engineers will usually carry out the work. In some cases, we may authorise a suitably qualified contractor to carry out work.

#### **4.13 Third-party rights**

Nobody other than you will be able to benefit from this agreement, which cannot be passed to someone else without our agreement.

#### **4.14 Our Responsibilities**

We will meet our responsibilities under your UK Boiler Care agreement within reasonable time unless it is impossible because of circumstances outside our control.

#### **4.15 Guarantees**

UK Boiler Care guarantees all parts and labour for 12 months from date of repair. Any guarantees do not affect your legal rights under the Sales of Goods Act 1979 and Supply of Goods and Services Act 1982. You can get advice about your rights from a Citizens Advice Bureau or Trading Standards department.

#### **4.16 Privacy**

UK Boiler Care is GDPR compliant and will respect your privacy at all times.

### **5. Terms of use**

These terms and conditions and all contracts between the Company and the Customer shall be governed and construed in accordance with English Law and shall be subject to the exclusive jurisdiction of English Law.

### **6. Acceptance of these Terms and Conditions**

Acceptance of our Care Plan service is automatic acceptance of these terms and conditions and acknowledgement that you have read, understood and agree to these terms and conditions.



# Professional care for your boiler and heating system.

**Call us on 0800 43 46 494**  
**ukboilercare.co.uk**

UKBC is a trading name of UK Boiler Care Limited.

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For our latest Terms and Conditions please visit our website  
[www.ukboilercare.co.uk](http://www.ukboilercare.co.uk)



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