

Gas Boiler Service Plan

What is included within the Plan?

A full 12 point boiler service will be carried out:

- Visual check on flue ways and terminal
- Clean the burner and pilot light where applicable
- Clean and lubricate fan where applicable
- Clean and adjust the ignition components
- Clean and visually check heat exchanger
- Check all disturbed gas connections
- All safety devices checked
- Gas pressure and heat input verified
- Operating pressure checked and reset if required
- Seals (gas and water) checked
- Test open flued boilers for spillage
- Full operational check and advice provided on using your heating more efficiently.

What is not included in the Plan?

- If during the service, the engineer cannot complete a full service because the boiler is not in good working condition, and requires a repair or remedial work, the engineer shall provide you with a report detailing the repairs or remedial works required and the points of the service which have been carried out. In this case, you will still be responsible for paying the cost of the Annual Gas Boiler Service Plan as a result of the engineer attending and diagnosing the problem.
- The cost of any remedial work, repair or parts needed for any fault which is found before or during the service.
- Any breakdown assistance other than in the event that you have a breakdown within 24 hours of the annual boiler service.
- Checks or maintenance required on any gas appliance other than the Boiler
- If on first inspection, the engineer can not start the service because, for example, the boiler requires condemnation or is impossible or impractical to access or has not been installed, serviced and maintained in accordance with statutory regulations or British Standards or manufacturers instructions, you will be liable to pay the call-out fee of £65. If you have already paid the more than the call-out fee, HomeServe will refund you accordingly.
- Boilers servicing a commercial property

Can you service any type of boiler?

Providing your gas boiler meets our eligibility criteria, details of which can be obtained by calling the administration telephone number detailed on your renewal documentation, an annual boiler service can be carried out.

When will I receive my Annual Boiler Service?

We will arrange for an engineer to carry out the service of the gas fired boiler to statutory requirements, manufacturer's recommendations and relevant codes of practice. We will arrange with you a date for this boiler service during the period of the plan. Please note boiler services are normally undertaken Monday to Friday, 9am to 5pm, between April and September.

Who is eligible to apply?

Homeowners and private landlords can purchase the annual boiler service plan. Private tenants and Council and Housing Association tenants will not need this service.

Who provides the Annual Boiler Service Plan?

The plan is arranged and administered for you by HomeServe Membership Ltd, Cable Drive, Walsall, WS2 7BN (Registered in England no. 2770612).

What happens next year?

If you choose to pay by Direct Debit or credit/debit card, excluding maestro payments, HomeServe will automatically arrange an annual boiler service each year. HomeServe will contact you in writing on the anniversary of you entering this service agreement to give you time to consider whether the plan is still right for you.

What if I want to cancel?

If the Annual Gas Boiler Service Plan does not meet Your requirements, You should call Us or return Your plan documentation to HomeServe within the Cancellation Period that will be specified on Your Plan Schedule. Your payment will be refunded in full, provided no work has been performed under this agreement.

You will not receive a refund of Your payment if You cancel after Your annual boiler service has been completed.

If you cancel outside of your cancellation period and the annual boiler service has not been completed, you will be charged an administration fee of £15. If you have already paid more than the administration fee, HomeServe will refund you accordingly.