

Exclusions to Service and Maintenance Contracts

1. Adjustments to time and temperature controls.
2. Replacement of decorative parts.
3. Any domestic water supply from the hot water cylinder or appliances including taps and showers.
4. Any cold water storage cistern, mains water supply, cold water supply pipework.
5. Inherent defects or inadequacy to the original design of the system/appliance(s) and consequential damage or loss arising from defects.
6. Pipework, wiring of flues buried in the fabric of the building.
7. Repairing or replacing any lead or gas pipes.
8. Any defect or damage caused through malicious or wilful action, negligence, or third party interference.
9. Any defect or damage caused by fire, lightning, explosion, flood, storm, tempest, frost, impact or other extraneous cause.
10. Any defect or damage occurring from a failure of the public electricity, gas or water supplies.
11. Any work arising from hard water scale deposits or damage from aggressive water.
12. Removing asbestos associated with repairing the appliance or system.
13. Replacement or repair of unvented hot water cylinders, replacement or repair of fan convectors or immersion heaters.
14. Replenishment of chemical treatments.
15. Complete appliance replacement for any reason.

Terms and Conditions

PERIOD OF CONTRACT

The contract remains in place for a period of one calendar year from the date of acceptance of the completed application form and an agreed form of payment and subject to an engineer's Gas Safety Check.

ANNUAL VISIT

A service engineer will inspect the central heating appliance(s) once a year and clean and adjust them as necessary. A visual inspection of the system will also be carried out at this time, and any remedial works actioned or quoted as necessary.

ACCEPTANCE ON TO CONTRACT

Acceptance of a system or appliance(s) on to a contract does not imply that the existing installation is installed satisfactorily or to current standards or codes of practice. If we attend and assess that the existing system requires to be upgraded to current legal standards we will advise accordingly. A Gas Safety Check charge of £75.00 applies in this instance.

PAYMENTS AND RENEWALS

The contract renewal date will be the yearly anniversary of the original acceptance date. Renewal notices will be sent in advance of this date. The contract remains valid as long as payment is continued.

CANCELLATION OF CONTRACT

If you cancel your OPTION agreement, no refund in part or full will be given. However, we do offer a full refund, less the cost of our GAS Safety Check (£75), if you cancel within 14 days of acceptance. If any claims have been made, full payment will be required. T Brown Heating reserve the right to terminate the maintenance contract at any time giving at least one months' notice.