

Service Care

- Annual Boiler Service
- Central Heating System Health Check

Boiler Care A

- Boiler & Controls cover
- Annual Boiler Service
- No breakdown fee
- Unlimited call outs

Boiler Care B

- Boiler & Controls cover
- Annual Boiler Service
- Fixed price per breakdown of £49
- Unlimited call outs

Boiler & System Care A

- Boiler & Controls + Central Heating cover
- Annual Boiler / Unvented Cylinder Service
- No breakdown fee
- Unlimited call outs

Boiler & System Care B

- Boiler & Controls + Central Heating cover
- Annual Boiler / Unvented Cylinder Service
- Fixed price per breakdown of £49
- Unlimited call outs

System Care

- Central Heating cover + user controls
- Annual Boiler / Unvented Cylinder Service
- No breakdown fee
- Unlimited call outs

● Boiler and Controls

What's included?

- All repairs to:
- A single gas fired boiler up to a heat output of 70kw
- The user controls which operate the boiler; including programmer, thermostat and SMART heating controls

— Up to £400 of parts per annum

— Unlimited call outs

— Annual boiler service

What's not included?

✗ Repairs to your central heating system (Radiators, radiator valves, central heating pipework, hot water cylinder, motorised valves, central heating pumps that are external to the boiler)

✗ Damage caused by sludge or limescale

✗ Installation defects, pre-existing or system design faults

✗ Faults within the first 14 days

● Boiler & System

What's included?

— All repairs to your heating and hot water system including: Radiators, radiator valves, central heating pipework, hot water cylinder, motorised valves, central heating pumps that are external to the boiler, feed and expansion tank

— Up to £400 of parts per annum

— Unlimited call outs

— Annual boiler service

What's not included?

✗ Damage caused by sludge or limescale

✗ Installation defects, pre-existing or system design faults

✗ Faults within the first 14 days

✗ Supply of curved or designer radiators

- We will carry out an initial service / inspection of your boiler or central heating system (whichever is applicable), within 1 month of signing up to a SEDA care agreement. This will help us determine if your boiler or central heating system is suitable for ongoing cover. If for any reason we are unable to provide cover, any monies paid will be fully refunded.
- If you decide to cancel your care agreement within 12 months of taking it out, we reserve the right to charge for any parts and labour costs for the service we have provided up to that point. Once you have been with us for an initial 12 months, the agreement will continue on a monthly basis. There will not be any charges should you wish to cancel your care agreement at any point thereafter.
- Whilst carrying out repairs to your heating system, if we are required to gain access to hidden components or pipework, we cannot cover specialist access or remedial work. We will endeavour to make access as discreetly as we can and make good where possible, however, in some scenarios, it may be appropriate for you to bring in specialist tradesmen to make access and reinstate.
- If you have purchased a 'Boiler & System Care' or 'System Care' agreement and have an unvented hot water cylinder, we will carry out the annual service on your cylinder at the same time as your boiler service.
- If your central heating system is affected by sludge, we will advise you of this once we identify it. We are unable to cover issues related to sludge, however, we will offer you a central heating powerflush at a discounted rate, or any other remedial work required which may be contributing to this.
- Although we do not cover curved or designer radiators, should they require replacing due to functional (non cosmetic) reasons, we will provide the labour, if you decide to purchase a like for like replacement.
- We will only supply and fit new, genuine manufacturers approved parts. We work with many different suppliers and merchants to source parts same day or next day where possible. If we diagnose a faulty part for your boiler and we are unable to source a replacement, due to it being obsolete, we will provide you with a free boiler quotation (at a discounted rate).
- Breakdown fee's on our 'B' plans are applicable for each unrelated fault
- We will endeavour to respond to any breakdown requests in a timely manner. From the initial phone call, we will assess your situation and prioritise you accordingly. We aim to provide a same or next day response service, however, during busy periods and weekends, this may be longer.
- We are unable to cover 'Megaflo' Unvented Hot Water Cylinders. This is due to a known manufacturing issue which causes premature breakdown of an internal component within the cylinder and will require a replacement should this happen. We can still carry out regular servicing of these units.