

Contract Heating

GAS | ELECTRIC | WATER | FIRE

Edinburgh Home Owner Service Contract



www.contractheating.co.uk

About Contract Heating Ltd.

We are an Edinburgh company established in 1996 and over the years we have carried out repairs for private home owners, landlords, property management companies and boiler manufacturers.

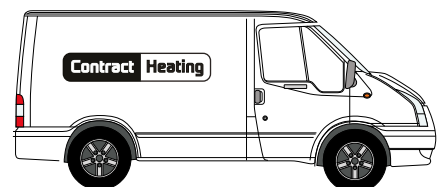
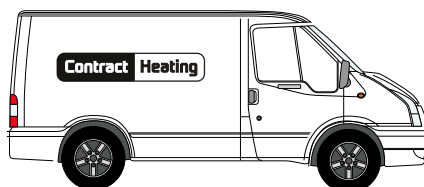
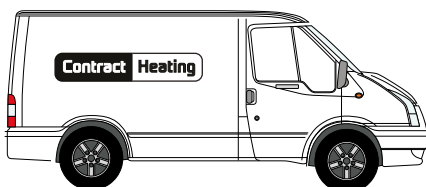
We are currently Edinburgh's approved service agents for the following boiler manufacturers:



Experienced Gas & Electrical Engineers.

Our engineers are experienced in all types of central heating repairs and carry an extensive amount of stock in their vans enabling us to achieve a high first fix rate, as required by our customers.

We have a large support team in our office ready to deal with any enquiries or problems that arise and able to keep you updated, as required, with the progress of any work carried out.





Why should you consider using the services provided by Contract Heating?

- ✓ **Priority Service (Engineer in attendance same/next working day)**
- ✓ **Trusted and reliable Edinburgh based company established for over 20 years**
- ✓ **22 fully trained engineers on the road 6 days a week**
- ✓ **We carry in excess of 300 lines of stock in each vehicle**
- ✓ **Engineers supported by an experienced team from our office and training facility in Edinburgh**

Edinburgh Home Owner Contract.

A large percentage of our customers are home owners who require regular maintenance checks and a breakdown service that enables them to keep their heating and hot water running.

We currently have in excess of 1500 properties on service contract in Edinburgh and the surrounding areas. With our continued experience and knowledge in this area we are now able to provide a streamlined package with a high level of service which is tailored to the needs of our customers.

Contract Includes:

- ✓ **Parts & Labour for a repair to the boiler, radiators and associated controls*.**
- ✓ **Same or next working day visit to attend a breakdown, high first fix as engineers carry a large volume of spares for specific boiler makes. This is dependent on the postcode of your property.**
- ✓ **Priority Breakdown Service.**

Home Owner Contract cost is from £169.00

The cost of the contract, including the items listed above, will be from £169 and the price will be reviewed annually.

***Subject to terms and conditions.**

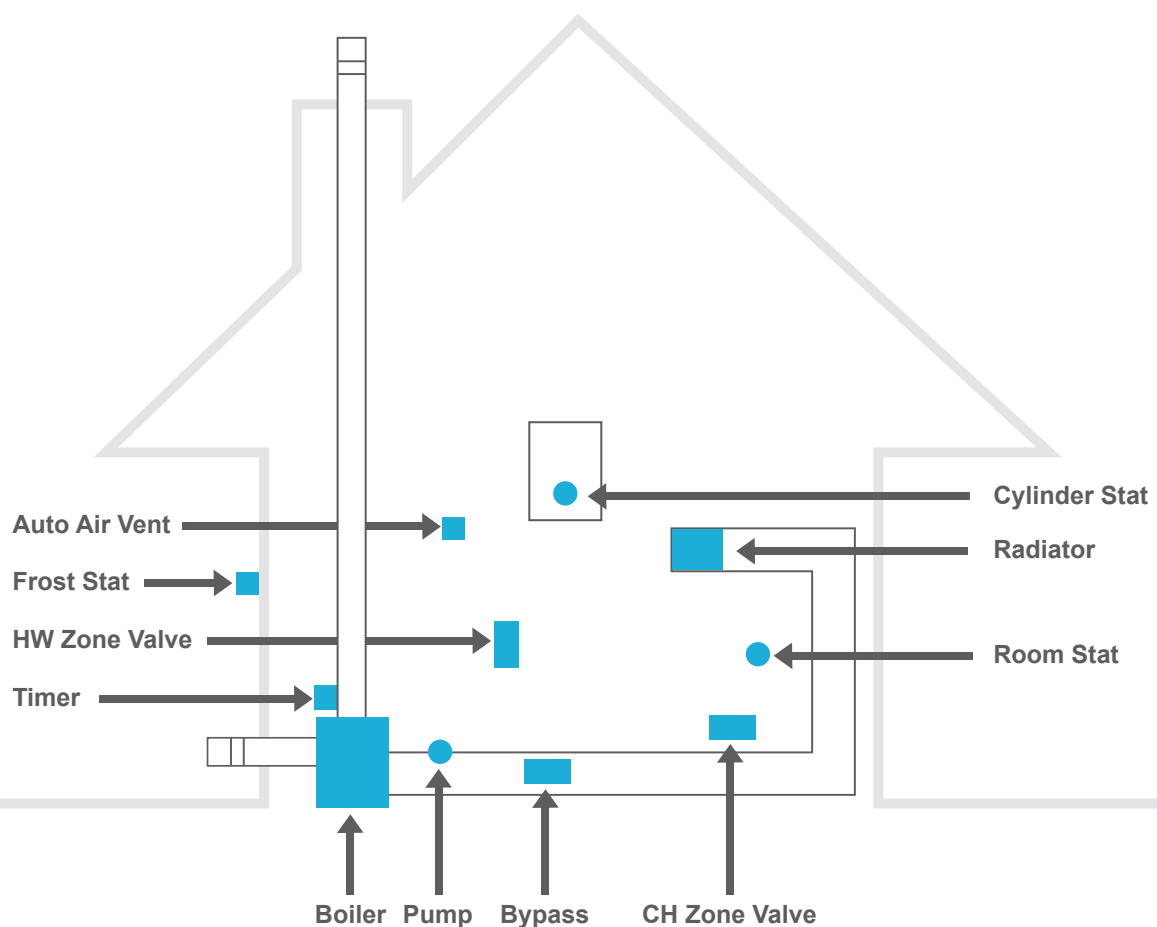
For more information, call our office on: 0131 458 3377.

Or email info@contractheating.co.uk

All prices shown are inclusive of VAT unless otherwise stated.

Typical costs that would be covered by an Edinburgh Home Owner Contract.

- Replacement Pump £200
- Replacement PCB £250
- Replacement Fan £250
- Replacement Timer £150
- Replacement Thermostat £105
- Replacement Zone Valve £150
- Replacement Thermostatic Radiator Valve £85



What areas are not covered by a contract?

- Landlords gas safety checks/PAT checks are not included in the Home Owner Contract and would be charged at our standard rate, if requested. If you are a landlord, our Edinburgh Landlord Contract may be more suitable for you.
- Heat Exchangers/Heat or Storage Banks.
First £300 of replacement cost is covered by this Contract.
- Faults on the boiler, radiators or controls caused by sludge, corrosion or installation defects.

What would happen if we were called to a fault not covered by a Service Contract?

We would charge our hourly rate of £45 plus vat per hour and you would be notified of any costs likely to be incurred above the first hour charge.

Contract payment via Direct Debit.

All you have to do is complete a Direct Debit form and return it to us. It's as easy as that.

Daytime Contact.

Tel: 0131 458 3377

Mon - Fri: 9.00am - 4.30pm

Sat: 9:00am - 12:30pm

Sunday: Closed

Hown Owner Contract Terms & Conditions.

Commencement of Service Contract.

The service contract must be taken out in the name of the person that owns the property, work can be instructed by a nominated person or managing agent on behalf of the owner.

The Contract will start from the first of the month following receipt of your payment/completed direct debit form. The initial inspection and maintenance call will be arranged within 14 days of this date and any exceptions, exclusions or defects noted at this time will not be covered by this agreement. If you do not proceed with the agreement at this point you will be invoiced for £59.50 plus vat for the maintenance check. In the first year breakdowns are not included for the first 14 days, this is to allow for the initial inspection and set up of the agreement. Any existing faults apparent during this period would not be covered by the service contract and would be chargeable at our normal rates.

Annual Service.

Contract Heating Ltd. will contact you and access must be permitted for the maintenance of the appliance.

Breakdown.

In the event of a breakdown on the appliance on service contract, contact Contract Heating on 0131 458 3377, we will then arrange a visit before the end of the next working day. The normal working week is Monday to Friday from 8am to 4.30pm (engineers will work past 4.30pm to complete calls allocated to them on that day). During the winter months (October to March) we provide a Saturday service from 9.00am to 12.30pm, this is not considered part of the normal working week but you may be offered a call on this day, dependant on our workload and previous call history.

The Service Contract does not include:

- Labour costs to gain access to faulty equipment included in this service contract.
- The provision of access equipment that may be required to carry out a repair on any equipment included in this service contract agreement.
- Decorative panels are often subject to wear and replacement of these will not be done as part of the Service Contract Agreement.

The contract does not include any repairs required on or due to:

- The Gas, Electricity or Water Mains services to the property or appliance.
- The appliance flue system.
- Any underfloor heating circuit or associated controls.
- Any domestic water storage vessel e.g. water cylinder, Gledhill unit or similar.
- Any heat exchanger or hot water heat bank within the appliance with a water storage capacity in excess of 5 litres. If replacement of these is required the contract will include the first £300 of this work, which would be charged at RRP for the part & £45 per hour for labour.
- Pipework external to the boiler.
- Any part which is no longer available from the manufacturer.
- Inherent faults caused by the installation not being carried out in accordance with the manufacturers instructions.
- Accidental damage, malicious damage, storm, flood, fire, explosion or frost.
- Corrosion of metal work or components.
- Equipment which is not part of the central heating system included in this Service Contract Agreement.
- Any repair required due to changes in gas regulations, or manufacturer upgrade/modification.
- Any repair work required due to sludge or contaminated water in the central heating system or appliance.
- Filling a sealed system which is not working due to low pressure.
- Any parts of the boiler which need replaced due to normal wear, these would include user controls, insulation pads, sacrificial anode.

Hown Owner Contract Terms & Conditions.

Beyond economical repair.

If the appliance is greater than 5 years old and the cost of repair, including parts and labour costs, would be in excess of £500, the appliance would be considered beyond economical repair. In this event there would be 2 options.

Option 1:

The service contract agreement will include the first £200 of the repair work with an invoice issued to the client for the remainder.

Option 2:

A £200 contribution will be made towards a replacement appliance. All cost relating to this section do not include VAT.

Cancellation.

If payment is made by Direct Debit you may cancel the contract at any time by cancelling the Direct Debit. In this event the contract will be valid for 1 month from the date of the last payment; an invoice would then be issued for any work carried out including the annual maintenance check above the amount paid for the service contract. If payment is made by cash or cheque, you may cancel at any time and a refund will be made on a pro rata basis, or an invoice would be issued for any work, including the annual maintenance check, above the amount paid toward the Service Contract. Contract Heating Ltd. reserve the right to cancel the contract by giving you 7 days notice, this will be done by sending a recorded delivery letter to the address at which the contract was taken out.

Emergency.

In the event of a suspected gas escape, or presence of fumes, you must immediately call the national gas emergency service on 0800 111 999 and they will attend your property to make the situation safe.

Home Owner Contract Radiator Cover.

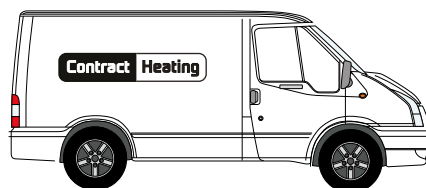
Provides cover for typical radiator faults, the table below is not exhaustive but gives a guide on what is and is not covered by this Service Contract.

Typical Radiator Fault	Cause	Action	Included
Water leak from radiator bleed or blanking plug	Worn Seal	Re-seal	✓
Water leak from thermostatic or lockshield valve	Loose Fitting	Tighten fitting, re-seal if required	✓
Water Leak from Thermostatic Valve Body	Faulty Pin	Replace	✓
Water Leak from Radiator/ Thermostatic Valve Body	Aged /Corroded	Replace Radiator/ Valve	✗
Insufficient heat from the radiator	Stuck Valve	Release/Replace Valve	✓
	Restricted Flow	Clear air/sediment from supply pipe	✓
Insufficient heat from various radiators	Restricted Flow	Powerflush	✗
	Faulty Pump	Replace Pump	✓
	Sludge	Powerflush	✗

If in doubt, just call and ask one of the team on: 0131 458 3377.

Emergency Contact Details

In the event of a smell of gas or fumes, you must immediately call the national gas emergency service on **0800 111 999** and they will attend your property to make the situation safe.



Contract Heating

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