

# MasterGas Heating Services Ltd

## Boiler Care Plan — Terms and Conditions

Effective date: September 2026

### 1. About These Terms

These terms and conditions (“Terms”) apply to all MasterGas Boiler Care plans (“Plan” or “Plans”) provided by MasterGas Heating Services Ltd, Gas Safe registration 984925, of 168 Hillingford Avenue, Great Barr, Birmingham B43 7JX (“we”, “us”, “our”, “MasterGas”). By purchasing a Plan, you (“you”, “your”, the “Customer”) agree to be bound by these Terms.

### 2. Definitions

- “Plan” means the specific Boiler Care tier you have purchased (Boiler Care, Boiler Care Plus, Premium Heating, or Ultimate Home Cover).
- “Property” means the single UK domestic residential address registered against your Plan.
- “Boiler” means the domestic gas boiler and its standard controls at the Property.
- “Heating System” means the radiators, associated pipework, and central heating controls connected to the Boiler at the Property.
- “Annual Service” means the yearly service described in clause 4.
- “Agreement Start Date” means the date your first Plan payment was successfully taken.

### 3. The Plans We Offer

The table below summarises what each Plan includes. Full detail on any item is set out elsewhere in these Terms.

| Plan                             | Boiler Care          | Boiler Care Plus    | Premium Heating     | Ultimate Home Cover |
|----------------------------------|----------------------|---------------------|---------------------|---------------------|
| Monthly price                    | £9.99                | £18.99              | £24.99              | £34.99              |
| Full Annual Boiler Service       | Yes                  | Yes                 | Yes                 | Yes                 |
| Gas Pipework Check for Leaks     | Yes                  | Yes                 | Yes                 | Yes                 |
| Gas Safety Certificate           | Yes                  | Yes                 | Yes                 | Yes                 |
| Flue Gas Analysis                | Yes                  | Yes                 | Yes                 | Yes                 |
| Heating Filter Cleaned           | Yes                  | Yes                 | Yes                 | Yes                 |
| Balance of Radiators             | Yes                  | Yes                 | Yes                 | Yes                 |
| Heating Health Check             | Yes                  | Yes                 | Yes                 | Yes                 |
| Call-outs                        | 1 hour free call-out | Unlimited call-outs | Unlimited call-outs | Unlimited call-outs |
| Discount on future work          | 5%                   | 10%                 | 15%                 | 20%                 |
| Priority response                | No                   | Yes                 | Yes                 | Yes                 |
| Boiler & Controls parts & labour | No                   | No                  | Yes                 | Yes                 |
| Central Heating parts & labour   | No                   | No                  | Yes                 | Yes                 |
| Plumbing System parts & labour   | No                   | No                  | No                  | Yes                 |

### 4. Your Annual Service

If your Plan began **within 30 days** of a boiler service we completed at your Property, that service is treated as your first Annual Service under the Plan. Otherwise, your first Annual Service will be due approximately 12

months after the Agreement Start Date. Subsequent Annual Services are due approximately every 12 months thereafter. We will contact you in advance to arrange each appointment — you do not need to book this yourself.

## 5. Call-Outs

Boiler Care includes one call-out per Plan year with no call-out charge, up to a maximum of one hour of on-site labour. **Where a further visit is required to resolve the same fault reported during that original call-out, no additional call-out charge applies.** Where you request a separate or unrelated call-out within the same Plan year, our standard call-out charge applies, with any Plan discount applied where the work falls outside your Plan's included cover. Boiler Care Plus, Premium Heating, and Ultimate Home Cover include unlimited call-outs, subject to the parts & labour cover set out in clause 6 for your specific Plan tier.

## 6. Parts & Labour Cover

Boiler & Controls, Central Heating, and Plumbing System parts & labour cover (where included in your Plan, per the table in clause 3) applies to breakdowns and faults arising during normal use of a Boiler or Heating System that was in good working order at the Agreement Start Date.

This cover does not include, unless otherwise agreed in writing:

- Pre-existing faults or damage present before the Agreement Start Date
- Faults caused by frozen pipes, sludge, limescale, or debris not addressed by prior maintenance
- Repairs or alterations carried out by anyone other than MasterGas during the life of the Plan
- Replacement of the Boiler itself, or any appliance beyond standard domestic specification
- Boilers or systems that are obsolete, unsafe, or for which parts are no longer available
- Cosmetic damage, or damage caused by misuse, neglect, or unauthorised third-party work

To be eligible for parts & labour cover, your Boiler must be **no more than 10 years old** at the Agreement Start Date, in reasonable working condition, and serviceable with parts reasonably available. We reserve the right to decline cover where a Boiler or Heating System has known faults, is unsafe, obsolete, beyond economical repair, or requires significant remedial work before cover can commence.

Where included, parts & labour cover is limited to **£2,000 (including VAT) per claim**. Where a repair costs more than this, you may choose to pay the difference to proceed, subject to us agreeing the repair is appropriate. Replacement of the Boiler itself is never included under any Plan.

## 7. Discount on Future Work

Your Plan includes a discount on additional work we carry out at your Property that falls outside the scope of your Plan's cover (Boiler Care: 5%; Boiler Care Plus: 10%; Premium Heating: 15%; Ultimate Home Cover: 20%). This discount applies to our standard labour rate and does not apply to third-party parts, call-out fees already covered under your Plan, or work already included in your Plan's cover.

## 8. Priority Response

Boiler Care Plus, Premium Heating, and Ultimate Home Cover customers receive priority response, meaning we will aim to prioritise your call ahead of non-Plan customers and Boiler Care (base tier) customers when scheduling non-emergency appointments. This is an operational aim and not a guaranteed response time.

## 9. Emergency & Out-of-Hours Contact

For urgent issues outside our normal opening hours (Mon–Fri 8:00am–5:00pm, Sat 9:00am–1:00pm), you can reach us via WhatsApp on 07545 327 125. This is a best-efforts emergency contact route and does not guarantee an immediate response or same-day attendance.

## 10. Payment & Billing

Plan fees are billed monthly in advance by recurring card payment via our payment provider (Stripe). You must keep your payment details up to date.

If a monthly payment fails, we will notify you and allow **7 days** for payment to be recovered or otherwise settled. If payment remains outstanding after this period, we may suspend your Plan benefits until your account is up to date; no cover applies to faults occurring during a period of suspension.

**We may review Plan prices from time to time. We will give you reasonable advance notice of any price increase before it takes effect, and you may cancel your Plan before the new price applies.**

## 11. Contract Term, Cancellation & Cooling-Off

Your Plan runs on a rolling monthly basis from the Agreement Start Date.

Cooling-off period: as this Plan is sold at a distance (online), you have a legal right under the Consumer Contracts Regulations 2013 to cancel within 14 days of the Agreement Start Date for a full refund, unless you have expressly asked us to begin providing services (such as carrying out a service visit) within that period, in which case a proportionate charge may apply for work already done.

After the cooling-off period, you may cancel your Plan at any time by giving us **30 days' written notice** by email. No refund is given for the current billing period once payment has been taken. **There is no minimum contract term.**

## 12. Your Responsibilities

- Provide safe and reasonable access to the Boiler and Heating System for scheduled visits
- Tell us about any known faults, previous repairs, or unusual behaviour of the Boiler or Heating System
- Keep the Property and Boiler in reasonable condition between visits
- Notify us promptly of any change to your contact details or payment method

## 13. Our Responsibilities

All work under your Plan will be carried out by Gas Safe registered engineers, in line with applicable safety standards and manufacturer guidance. We will provide reasonable notice of scheduled appointments and aim to complete work to a professional standard.

## 14. Liability

Nothing in these Terms limits our liability for death or personal injury caused by our negligence, or for fraud. Subject to that, our liability for any claim arising from your Plan is limited to **the total Plan fees you paid in the 12 months immediately preceding the event giving rise to the claim.**

## 15. Complaints

If you're unhappy with any aspect of your Plan or a visit, please contact us on 0121 664 0001 or [lee@mastergasheating.co.uk](mailto:lee@mastergasheating.co.uk) in the first instance. We aim to acknowledge complaints within **5 working days** and will investigate and resolve them as quickly as reasonably possible. Where a complaint cannot be resolved promptly, we will keep you informed of progress and provide a substantive response within a reasonable timeframe.

## 16. Data Protection

We handle your personal data in accordance with our Privacy Policy, available at [mastergasheating.co.uk/privacy-policy](https://mastergasheating.co.uk/privacy-policy), and applicable UK data protection law (UK GDPR and the Data Protection Act 2018).

## 17. Changes to These Terms

We may update these Terms from time to time, for example to reflect changes in the law or how we operate. We will give you reasonable notice of any material change before it takes effect.

## 18. Governing Law

These Terms are governed by the laws of England and Wales, and any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

## 19. Contact Us

MasterGas Heating Services Ltd, 168 Hillingford Avenue, Great Barr, Birmingham B43 7JX

Phone: 0121 664 0001 · Emergency WhatsApp: 07545 327 125 · Email: [lee@mastergasheating.co.uk](mailto:lee@mastergasheating.co.uk)