

NEATER HEAT BOILER SERVICE PLAN TERMS AND CONDITIONS

These terms and conditions include all the information you need to know about your contract explaining what we offer, what your contract does and does not include, how to make a claim under your contract, how to change or cancel your contract and what changes you need to inform us of to make a claim. If anything is not correct on your agreement, or if you have any questions, please call 01252 338 078.

The following elements form your contract with Neater Heat Ltd, please read them and keep them safe:

1. Terms and conditions 2. Your latest Contract Schedule issued by Neater Heat Ltd 3. Any changes to the terms and conditions contained in notices issued by Neater Heat Ltd at renewal Contents 1. Definitions i A list of important definitions we use in these terms and conditions. 2. What is included in your policy i Here we outline the key items that are covered in your policy as well as important payment information. 3. How to i Here we explain how you organise a service visit, make a claim, make a change, cancel your policy or make a complaint. 4. What we are not able to cover i This section lists our 'general exclusions'. They are important to understand because we cannot cover certain things. 5. Safety and Security i This section explains the procedures we take to look after the safety and security of our customers and engineers. 6. Legal Information i Legal details around our care plan policies, our fraud policies, how we use personal data, applicable law and other legal information.

DEFINITIONS

Some phrases that we use in these terms and conditions have specific meanings. When you see these words appear in the document, look at this list for the specific meaning.

Agreement: the document that shows the products you have with us, the period of agreement, how much you're paying and any exclusions Approves List: a list of appliances covered by us Annual Boiler Service: a boiler service carried out every 12 months Controls: the controls and valves that directly affect the functionality of your boiler. Cylinders: cylinders that store hot water. Welcome Visit: check to confirm whether we can cover your boiler and controls or central heating. Gas Supply Pipe: the pipe that connects your gas meter to your gas boiler and other gas appliances you have on your property. Period of Agreement: the day your agreement starts until your agreement runs out, as detailed on your statement. Product/ Products: or service for certain appliance(s) or system(s).

Repair(s)/Repairing/Repaired: fix your boiler, appliance or system following an individual fault or breakdown but not repairs that are purely cosmetic (for example mould, dents or scratches) or related to software which doesn't stop the main function of your boiler, appliance or system from working or make it unsafe.

Replacement/Replace/Replacing: we replace your boiler, appliances we'll provide replacements with similar functionality but not necessarily an identical make and model or type of fitting. Sanitary Ware: your toilet bowl and cistern, bidet, sink, pedestal, bath and shower tray. Sludge: the natural build-up of deposits in your boiler or central heating system as it corrodes over time. Loft Tanks: the tanks normally located in your loft Upgrades: improvements that make your boiler, appliance or system safer, or more efficient. Warm-Air: where your home is heated by warm air flowing through vents, not hot water flowing through radiators.

2. WHAT'S INCLUDED IN YOUR SYSTEM CARE PLAN

What is covered

We will send an engineer to repair any breakdowns related to the direct operation of the boiler and cover the cost for the callout, parts and all labour involved. Boiler Annual Boiler Service and system health check to ensure your boiler and heating system is working as safely and efficiently as possible. Repairs to a single boiler in your home. If your boiler is under seven years old and installed by us and we declare that it is beyond economic repair, we will provide and fit a replacement boiler of a similar make and model. It might not be the same make or model or fitted in the same place.

Service Reminder

You'll never have to worry about missing your boiler service, we'll send you an annual service reminder in time to arrange your visit. Flue Repairs to the flue including the flue terminal, up to one metre in length. We will arrange a replacement of the existing flue, including the flue terminal if we are unable to repair it. Controls Repairs to the controls that make the boiler work, including the programmer, any thermostats, motorised zone valves and central heating pump. We will arrange replacement controls if our engineers advise that we are unable to repair. Online Booking Access Simply scan the QR code on your boiler to report a fault and we will send an engineer to repair the fault.

Gas Supply Pipe (System care plans only)

Repairs to the gas supply pipe – the pipe that connects your gas meter to your gas appliances. We will arrange a replacement gas supply pipe if our heating engineer advises that we are unable to repair. Wider Central Heating (System care plans only) Repairs to: - Expansion tank, radiators, bypass and radiator valves - Hot water cylinders and any immersion heater and its wired in timer switch; and the pipes that connect the central heating system, for example, the pipes that connect to your radiators or cylinders.

WHAT IS NOT COVERED

Here are the things we do not cover specific to the product. There are also general exclusions in their own section. Pre-existing faults Any faults that our engineers ascertain to have happened before the start of your care plan. Boilers over 10 years old Once your boiler is over 10 years old, it becomes increasingly sub-economic to repair. Sub-economic means that it is no longer a sensible option for either you or us to spend money on replacing parts when the equipment is approaching the end of its life expectancy. For boilers between 10 and 15 years old, your call-outs will still be covered, but we will cover only 50% of the retail cost of parts, with the balance of 50% payable by you. Where we believe that the cost of replacement parts is high in proportion to the value of the appliance, we will provide you with a no-obligation quotation for a replacement boiler. Boilers over 15 years old The life expectancy of a boiler is 15 years. Once your boiler reaches 15 years of age, we will no longer be able to cover the cost of replacement parts. Your call-outs, however, will still be covered. We will make every effort to repair your boiler once deemed beyond economic repair, you will be issued with a quotation for a suitable replacement.

Certain types of boilers

You are not covered for repairs to the following: - Warm air units - Electric Boilers - LPG Boilers - Oil Boilers Sludge We won't be able to repair damage caused by limescale, sludge or other debris if our heating engineer has advised you that you need to carry out repairs or a Power Flush. Smart

Controllers or Wi-fi or hub issues Smart controllers (unless installed by us) or Wifi issues or internet connections that are necessary to make your controls and heating system function correctly. Swimming Pools, Heat Pumps and Underfloor/ Outdoor Heating - Any part of your boiler and controls which directly supplies a swimming pool. - Repairing or replacing solar or air or ground source heat pumps. - Repairing or replacing any systems or controls designed for underfloor or outdoor heating

Emergency Plumbing Service (Landlords only)
We know that being a landlord means you will also have plumbing issues so we will cover the cost of emergency call outs to make safe any uncontrollable leaks or plumbing issues. This is an emergency call out service only and parts and additional labour after the initial 30 mins will be chargeable however, no work will be carried out unless authorised by the account holder.

3. HOW TO...

HOW TO ORGANISE AN ANNUAL BOILER SERVICE OR LANDLORDS

Gas Safety Inspection

All plans include an annual boiler service which is a check-up of your gas boiler, central heating, and ventilation each year to make sure they are working safely in line with the relevant laws and regulations. We will try to contact you or your authorised contact to book your annual service 2 weeks before the due date of your annual service visit. We will make three attempts to contact you about your annual service. After the third failed attempt to contact you or your authorised contact, it is up to you to rearrange your annual service and you will not be refunded for the cost if you miss the annual service. Failure to keep your products annually serviced will exclude them from your plan and a claim won't be able to be made against them until the annual service has been completed. This may also invalidate your boiler guarantee. We will try to complete your annual service on the anniversary of your last service. However sometimes your annual service may be less or more than 12 months after your last service visit. In periods of local high demand for our services (usually due to cold weather), Neater Heat Ltd will prioritise breakdowns and therefore we may need to rearrange these. What's involved in an annual service Your annual service includes testing the gases your boiler produces. If it is necessary to take your boiler apart to adjust or clean it, we will do so. When we complete the annual service, our engineer will give you, or we will send you, a service maintenance checklist that shows you exactly what we looked at as part of the annual service. If we find a problem or fault that needs to be fixed, we tell you about it.

Welcome Visit

Once you have confirmed and set up your chosen plan with us we will contact you to organise a welcome visit. This is a check to see if your system can be covered and that there are no pre-existing faults. We will usually do this within 14 days of your policy start date. If we find your existing boiler and controls is not on the approved list or it has an existing fault, we will either: - offer you a different plan - cancel your care plan - tell you what needs to be done to fix it and give you a quote for the cost of the repair.

Once Neater Heat Ltd or someone else has fixed it then Neater Heat can then cover you. If gas work has been carried out this will need to have been done by a qualified gas safe registered engineer and proof will need to be provided to us. A welcome visit takes approximately 2 hours to complete during which time the engineer will require access to the boiler, all areas and aspects of the central heating system, hot water cylinder (if you have one), loft tanks (if you have them) and gas meter. If access to any of these areas cannot be achieved, then it is possible certain elements of your system

will not be eligible to be covered under your care plan. If your system passes the initial assessment of the welcome visit, our engineer will do an annual boiler service immediately afterwards.

HOW TO ORGANISE A CLAIM

Arranging a breakdown visit

We aim to handle all breakdowns as quickly and as efficiently as possible and strive to keep you updated along the entire process. To make a claim call us on 01252 338 078 and you will get through to someone who can help you.

Grace period before you can request a repair

You will not be able to request a repair in the first 14 days of your start date or until your welcome visit has been completed.

Callout fees

If work is required on a call out on part of the system that is not covered under your care plan a quote will be provided and will need to be signed before any work is carried out. Arranging a time to visit or make repairs We will try and arrange a repair or visit at a time that is convenient to you, unless something beyond our control makes that impossible – in which case we will let you know as soon as possible and arrange another time when our engineer can visit.

Cash reimbursements

We will not offer you cash instead of carrying out an annual service, repairs, or replacements. We will not cover the costs incurred by using an alternative company. If you miss any payments Before we book your annual service or claim, Neater Heat Ltd will require you to pay for any unpaid/overdue premium payments and our engineer may not visit the home before these are paid.

HOW TO MAKE A CHANGE TO YOUR CONTRACT

Moving home

Please tell us if you move to a new house as soon as possible, as your care plan is based on your current home. Depending on the circumstances, you may need to take out a new care plan and cancel your existing care plan. We may need to arrange a welcome visit and we may need to charge you for this.

Changes to your home or boiler

You need to let us know if there are any changes to your contact details including telephone number, address, or email. If you change your boiler during the contract period, you will need to inform us so we can confirm if your new boiler is on the approved list. Your plan will continue as normal until you tell us. If your new boiler or appliance cannot be covered, we might need to cancel or change your care plan. It is your responsibility to check that you still need the same level of care. (This may not be the case if your new boiler has a manufacturer's warranty).

Upgrades/Downgrades

If you wish to upgrade your plan to a different level of cover, you can do this at any point. Depending on the circumstances, we may need you to sign up to a new care plan and cancel your existing care plan. You will not be able to downgrade midway through your contract for free as this counts as a cancellation. Please contact us to retrieve a portal invitation link where you will be able to manage your subscription.

HOW TO CANCEL YOUR CONTRACT

Cancelling in your cooling off period (within 14 days) You can cancel your policy within 14 days of the start date or, if later,



within 14 days of the date you receive this policy document. We will refund any premium you have paid as long as you have not had a service.

If we have carried out any work for you before the cooling off period ends and then you cancel your contract, you will have to pay cancellation charges to cover the cost of work done as follows: Annual Boiler Service or welcome Visit - from £120.00
Landlord Gas Safety Record - £102

If you want to cancel after 14 days

If you have not had a repair or a service visit/Landlord Gas Safety Record from us, you are free to cancel without any fee as long as you give us one month's notice. We will not offer any refunds for any previous months you have paid for. We would return any unused premiums if you paid annually. If you had a repair or service visit/Landlord Gas Safety Record, we would cancel your agreement from the date you tell us, but you will have to pay cancellation charges to cover the cost of work done as follows: Annual Service or Welcome Visit - £96 Landlord Gas Safety Record - £102 Repair - the remaining balance outstanding under the agreement. For example, if you have 5 months left of your contract you will need to pay an amount equivalent to 5 outstanding payments.

When we have to cancel

We can cancel your contract or cover straight away if: - You give us false information - Your boiler is not on our approved list - We find an existing fault during your Welcome Visit - We cannot find the parts we need to repair your boiler, appliance or system, despite our best attempts - You put our people's health and safety at risk, for example, through physical or verbal abuse - Your home is unfit or unsafe to work in - You do not let us in to your home to work, despite several attempts - We tell you to make permanent repairs or improvements, but you do not; or - You do not make your payments We will try writing to you to collect the money you are due to pay. If we do not hear from you and you don't pay, we'll cancel your contract no less than 30 days after the date we first found out your payment had failed.

How to make a complaint

Our mission is to provide customers with the highest level of service. If we have fallen short of your expectations, we will make every effort to resolve the issue quickly for you. To give you even more protection in case something goes wrong, there are various levels of escalation that you can turn to.

Contact Neater Heat Ltd (for all types of complaints)

Please get in touch with us as soon as possible if there is anything wrong with any part of your care plan. - Call us on 01252 338 078 - Email us at warmup@neaterheat.co.uk We take any complaint seriously and we will do our best to fix any issue as soon as possible. If we need time to investigate, we will let you know and keep you updated.

4. WHAT WE ARE UNABLE TO COVER

Existing faults

We will not include repairs of any faults that existed before you took out the insurance policy. This includes design or installation faults. Our engineer will use their expert judgement to decide when the fault happened.

Beyond Economic Repair

Boilers have a limited life. Depending on the make or model of the boiler this can be between 7-20 years. This means that the value of a boiler falls over time. Sometimes when

the cost of the repair for the boiler is likely to be more than the current value of your boiler, we will not be able to carry out the repair and instead declare the boiler beyond economical repair. If the boiler is under 7 years old and installed by us and we deem it Beyond Economic Repair, we will be able to fit a replacement and cover the entire cost. If it is over 7 years old we will not cover the cost of a new one but we can offer you a 15% discount towards a new one. You can choose to get a new boiler installed by someone else, but we will not be able to contribute anything towards this.

We will provide replacements with similar functionality to the replaced parts, but these might not have the exact same features. If you decide to give us a replacement part that you have purchased yourself, our engineer will install it as long as the replacement part is on our approved list. We will try to get parts from the original manufacturer or our suppliers but if a part cannot be sourced, we might cancel your contract. If you have an older boiler there is a chance that we may not be able to get hold of all the parts we need to fix your boiler or central heating. If we've agreed to cover a boiler or appliance, we'll do what we can, within reason, to repair it but might not always be able to locate the required part. If you can find a manufacturer approved part, we will be happy to fit it and reimburse you if you give us a receipt.

Damage caused by others

We are unlikely to agree to repair any faults or design faults that are caused by interference by anyone apart from us, including 3rd party engineers or utility suppliers. This includes if the damage is caused by a power cut. Our engineer will use their expert judgement to decide how the damage happened and whether anyone other than us carries out any work on your boiler, appliance or system and damaged it.

Intentional Damage or Negligence

We will not repair or replace any parts that have been deliberately damaged, misused or neglected. Our engineer will use their expert judgement to decide how the damage happened. External water supply stopcock (also known as stop tap or stop valve) If the engineer is unable to turn off the external water supply stopcock to your home to complete your repair, it will be your responsibility to arrange for this to be turned off. Any other loss or damage (consequential damage) Neater Heat Ltd is not responsible for any loss of, or damage caused as a result of, your boiler, appliance or system breaking, leaking or failing unless you can show that we caused the damage.

Power Flush

Over time, gas central heating systems build up sludge that can block or narrow your pipes, radiators, and boiler parts. The Neater Heat Ltd Power Flush is our way of removing that sludge from your system. We will tell you if your system needs a power flush to work properly. Please note that this will cost extra as this is not included in your care plan. If someone else carries out a power flush for you, we will need to see the receipt before we are able to carry out any more repairs or replacement work for damage caused by sludge. We will also carry out a test to make sure the flush was done correctly.

Getting access and reinstatement

Our engineer will let you know if they need to remove cupboards or make holes in original surfaces in order to make a repair. This policy will cover up to £500 including VAT to gain access to carry out repair. This may involve removing and then re-fixing a cupboard. We will fill in any excavation and leave the surface level where we have made access to an external drain or external water supply pipe, however we are not responsible for reinstating floor coverings, fixtures or fittings to their original standards.



General

Repairing or replacing any lead, steel or central heating iron pipes. This does not apply to your gas supply pipe from meter to appliance if covered in your agreement Fixing or replacing any shower pumps despite them being within 1.5m of hot water cylinder Any controls designed specifically for underfloor heating Resetting controls (for example adjusting room thermostats or programmers due to the seasonal clock changes)

5. SAFETY & SECURITY

We place great importance on the safety of our customers and engineers. We have several processes in place to make sure of this.

Our engineers

Neater Heat Ltd only use carefully vetted and approved Gas Safe engineers to carry out the work for your gas heating and appliances. Neater Heat Ltd reserves the right for the use of Sub-contractors to attend jobs on behalf of the company. Any subcontractors used will be vetted prior to being accepted to carry out work on behalf of Neater Heat Ltd.

Getting into your home

To keep our customers safe, our engineer will only work on your home if there is someone 18 years or older there the whole time. They must be able to give instructions to our engineer on your behalf. It is your responsibility to arrange for the engineer to access your home. If the engineer is unable to access your home, you will need to rearrange the appointment. If you do not arrange a new appointment, your policy will continue. After three failed attempts to get into your home, we may exclude items from your plan or cancel your policy.

Safety risks in your home

Our engineer will not start or continue doing any work in your home if they believe there's a health and safety hazard. Our engineer will only return to finish the work if that risk is gone. Asbestos needs to be removed before the engineer can repair your boiler, central heating, or gas supply pipe. You will also need to arrange and pay for someone else to remove the asbestos and give the claims team a Certificate of Reoccupation, which proves that all asbestos has been removed in line with legislation and it is safe to return to the home. Only after this can our engineer start working again.

If your system is unsafe or against regulations
From time to time, we may inform you that your system needs repairs or improvements, to keep it working safely, but are not covered by your care plan (for example, if your ventilation doesn't meet current Gas Safe regulations). If you decide not to follow this advice, you may not be covered for any further repairs to your boiler or system under your plan, and your plan will keep running until you or we change or cancel it. When this happens, you will still be liable for the agreed payments under the care plan until the end date or it is cancelled.

6. LEGAL INFORMATION

Fraud

We take a robust approach to prevent fraud so that we can keep rates down and so that you do not have to pay for other people's dishonesty. If any claim made by you or anyone acting on your behalf under your care plan is fraudulent, deliberately exaggerated or intended to mislead, we may: - Not pay your claim; and - Recover (from you) any payments we have already made in respect of that claim; and - End your care plan from the time of the fraudulent act; and - Inform the police of the fraudulent act. If your care plan ends from the

time of the fraudulent act, we will not pay any claim for any incident which happens after that time and may not return any of the premium(s) already paid

Law and Jurisdiction

This policy shall be governed by the laws of England and Wales and subject to the exclusive jurisdiction of the courts of England.

Information you have provided

You must take reasonable care to provide accurate and complete answers to all the questions you are asked when you take out or make changes to this policy. You must notify us as soon as possible if any of the information in your policy documents is incorrect or if you wish to make a change to your policy. If you do not provide accurate and complete answers to the questions you are asked, or you fail to notify us of any incorrect information or changes you wish to make, your policy may not operate in the event of a claim. We may not pay any claim in full or your policy could be invalid. No term of this policy is intended to limit or affect the statutory rights and obligations of the parties to this contract.

Under warranty from a third party

If your boiler, appliance or system is covered by a third-party warranty, it is your responsibility to make sure that any work we do doesn't affect that warranty. We will not be liable if any work we conduct on your boiler or system does not comply with the manufacturer's warranty.

Who can benefit from this contract?

Nobody other than you can benefit from your policy. However, you can add authorised people onto your account from whom we will take instructions. Our guarantee for our work If we have supplied any faulty parts, we will repair or replace any parts we have supplied. We will also fix any faulty work that we have carried out within 12 months from the date that we carried out the work. This does not affect your statutory rights under the Consumer Rights Act 2015, if applicable, and any laws that replace it. If you want independent advice about your rights, you can speak to Citizens Advice, or Trading Standards.

