



**Plumbing & Heating Installations • Boiler Changeovers • Bathrooms • Showers • Jacuzzi's/Spa's • Tiles
• Under Floor Heating • Fire Surrounds • Fires • Marble • Wall & Water Heaters • Cookers • Appliances**

COVERPLAN: What is covered?

- ✓ **All repairs to:**
 - A single Natural Gas or Liquid Petroleum Gas (LPG) boiler on your property (must be for Domestic/Home use and a capacity less than 40kW).
 - The flue including the flue terminal, up to one meter in length.
 - The controls that make the boiler work including the programmer, any room thermostats, motorised zone valves, red heating expansion vessel (on Heat only boilers only) and central heating pump.
 - Supply & installation of the boiler covered when within the manufacturer's warranty period if it is deemed that a replacement is required by the manufacturer.
 - A replacement of the flue including the flue terminal up to one meter in length if we can't repair it.
 - A first service or annual service.
- ✓ Parts and labour of the warrantied appliance and parts up to the age of five years after installation.
- ✓ Once the boiler and warrantied parts reach five years old the labour costs to install replacement parts is included under the warranty (cost of parts are chargeable at standard retail).
- ✓ Unlimited number of repairs within the warranty period.
- ✓ If the ownership of the appliance and warrantied parts changes hands (the property is sold), the new owner will have the benefit of the warranty for the remainder of the year for which the agreement is current. It is then the new owner's responsibility to renew the contract.

Disclaimer:

All boilers and Coverplan membership is subject to an annual review & inspection which will be performed as part of your boiler service. If the appliance is deemed unfit for taking onto the Coverplan the client would be invoiced for a basic boiler service. If the appliance is accepted onto Coverplan the client will be invoiced for the annual Coverplan fee and the annual review & inspection incorporating the service visit is your annual Coverplan service.




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What is not covered?

- * Damage caused by limescale, sludge or other debris, if we've told you before that you need to carry out repairs, improvements or a Power flush, or a similar process, but you haven't done so.
- * Fixing your showers, their parts and shower pumps.
- * Accidental damage to the warrantied parts.
- * Any controls designed specifically for under floor heating.
- * Repairing or replacing the flue including the flue terminal if it is over one meter in length.
- * Repairing or replacing the flue including the flue terminal for any open flued appliance.
- * Replacing or topping up your system inhibitor unless we have removed it.
- * Any part of your boiler and controls which directly supplies a swimming pool/spa/steam room.
- * Resetting your controls or replacing the batteries.
- * Illustrating how to use the controls.
- * Repairing or replacing your central heating system.
- * Repairing or replacing air or ground source heat pumps, glycol, pump or associated part/valve on the heat pump control centre.
- * Repairing or replacing solar panels, or any glycol/part/valve/pump on the solar thermal/solar PV system.
- * The electric supply and the isolation switch for the boiler.
- * The gas pipe leading from the meter to the appliance gas tap.
- * The cylinder and/or tanks (domestic or heating).
- * Pipework in the property on the heating or domestic system.
- * Any faults caused by someone else you used for repairs whilst under warranty.
- * Once the boiler and warrantied parts are five years plus old any replacement parts will be chargeable to the contract owner.
- * Damage or faulting of the boiler caused by frost damage, this includes condensate pipe work.
- * Deliberate damage or misuse- Our engineers will use their expert judgement to determine how the damage was done. We will not repair or replace any parts deemed deliberately damaged or damaged through misuse.
- * We will not repair any damage caused by interruptions in or problems with the supply of your gas, or electricity. Any call outs to get a system back on due to failure in gas or electricity supply would be chargeable at the Companies current labour rates.
- * We are not responsible for any loss or damage to or cleaning of property or furniture, fixtures or fittings as a result of your boiler, appliance or parts failing.
- * Improvements, upgrades, additions or alterations to your boiler, appliance, parts or central heating system are not included in your Coverplan agreement, but we may be able to provide you with an Estimate to do the work.
- * Magnetic filters are not covered by the Coverplan, however the Company will service this valve with the annual boiler service. Client must inform the office of this service being required when booking in for the boiler service (please note once the Magnetic Filter is serviced any parts or washers required to be replaced would be charged to the customer).
- * Any boiler over the age of 12 years will not be covered on Coverplan.
- * Landlords Safety Certificates are not included on Coverplan.
- * Power-flushing of the central heating system is not included in the Coverplan but is required when a system reaches five years old if you wish to continue on the Coverplan.



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Your agreement:

Your Coverplan agreement shows the price of your agreement. That price will not go up or down over the period of agreement unless you change your agreement, products or the Government changes the relevant tax rate. We will write to tell you about any changes to your price.

You can pay for your agreement yearly by cheque, debit or credit card or Direct Debit. All prices include the relevant taxes at the current rate.

We will contact you when your agreement is due for renewal. We will keep renewing your agreement automatically, unless you ask us to stop. When your annual service is due, we will send you or your authorised contact an email, letter or a call to arrange it.

If you move to a new home, you need to tell us as soon as possible. We may start a new agreement.

It is your responsibility to keep us informed of any changes to your contact details including telephone number address or email. If you change a boiler that are covered by us, you need to tell us the make and model of the new one, so we can check we can cover it. You should check to see if your new boiler or parts has a manufacturer's warranty.

Before we book your repair or visit, we may ask you to pay any missing payments due.

Our engineers will only work on your property if there is someone 18 years old or older there at all times during the visit. It is your responsibility to give us access to your property, if we cannot get access, we won't be able to complete the work and it is then up to you to arrange another appointment. If you do not re-arrange the appointment your agreement will still continue.

If you are not at the property when our engineer visits you must make sure that there is somebody else present who can give instructions to our engineer on your behalf.

We will not start or continue work in your home if we believe there is any health and safety risk. E.g. pest infestation, hazardous chemicals, verbal or physical abuse, harassment etc. We will not return to finish the work until we believe the risk is gone.

Any asbestos needs to be removed before we can repair your boiler, appliance or parts under the agreement. Removal must be completed correctly, and a Certificate of Re-occupation given to you which you will need to show us.

If your boiler, appliance or parts are covered by any third-party warranty it is your responsibility to make sure that any work we do doesn't affect that warranty.

If you want to add an **authorised contact** to your agreement, it is your responsibility to let us know who they are so that we can note it on your agreement.

If we have carried out a **first service** or an **annual service** in the last twelve months, we will not carry out another one even if you have just moved in.

We will carry out any repairs or visits that you are entitled to under your agreement within 24 hours' notice of the issue being reported into the office, unless something beyond our control makes that impossible, in that case we would let you know as soon as possible and give you an alternative time that we can visit. (Office hours 9am-5pm Mon-Thurs; 9am-4pm Fri, **Closed Sat, Sun & Bank Hols.** Call Out phone runs from 5.30-10pm week nights; 9am-9pm Sat, Sun & Bank Hols.)



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If we tell you that your boiler needs permanent repair or improvements not covered in the Coverplan agreement in order to keep your central heating working safely. We can offer you an Estimate for the parts and installation cost of the work.

If we have warned you that the spare parts for your boiler or appliance may be difficult to source, we will do what we can within reason to repair it.

If on your annual service visit we advise that the boiler or appliance is not in a good state of repair or a part that requires replacing is either obsolete or does not make economic sense to replace and it is advised that the boiler is replaced, you will be charged for the cost of a service visit; at the Companies current rate, but the Coverplan for the next year will not be renewed by HGS. We can provide you with an Estimate to replace the boiler if you wish.

If it is advised by one of our engineers that your system needs a Powerflush to remove sludge from your central heating system, this is not included in the Coverplan and would need to be completed before any further repairs or replacement work for damage caused by sludge would be undertaken under your Coverplan.

Terms and conditions:

By 'we', 'us', or 'our', we mean D T Oracz Ltd t/a Home Gas Supplies (here on abbreviated to HGS).

By 'you' or 'your', we mean the person(s) named on your **Coverplan** contract, plus the people who normally live in your **home**, including any tenants. Only the person(s) named on the **Coverplan**, or their spouse, legal partner or **authorised contact** can amend or cancel the **agreement**.

Definitions of the words in bold can be found in the Glossary.

Glossary:

Access and making good getting to the boiler, appliance or warrantied parts in order to fix or service it and then repairing any damage we may cause in getting access to your boiler, appliance or warrantied parts by replacing items such as cabinets or cupboards that we've removed and by filling holes we have made and leaving a level surface- but we will not replace or restore the original surface or coverings, for example tiles, floor coverings, decoration, grass or plants.

Accidental damage – when you do something that stops your boiler, appliance or warrantied parts from working properly without meaning to.

Annual service a check within each period of agreement to ensure that your gas appliance is safe and working correctly.

Authorised contact- a **managing agent, landlord**, or any other named person who you have notified of us of and who we have agreed can act on your behalf to make arrangements under your **Coverplan** in relation to the **property**.

Boiler and controls- a single natural gas or liquid petroleum gas boiler on your **property** that is designed for home use and has a capacity up to 40kW- as well as the flue and controls that make it work, including the programmer, any room thermostats, motorised zone valves and central heating pump.

Central heating – the heating and hot water system on your **property** including your external expansion vessels to boiler or cylinder, radiators, **bypass and radiator valves, system filters, cylinders**, any immersion heater and its wired timer switch, and the pipes that connect them.



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Coverplan- the agreement which states the **products** you have covered with us, the **period of agreement**, how much you're paying and the age of your system.

Cylinders- tanks that store hot water.

First service- a visit we make after you first take out a **Coverplan** covering your boiler to check and confirm whether we can cover you.

Gas supply pipe- the pipe that connects your gas meter to your gas boiler and other gas appliances that you have on your property.

Home- the building, including any attached garage or conservatory where you live or a home that you own, including holiday homes or rental properties.

Landlord- someone who owns a **property** which they don't occupy, and which may be occupied by a tenant.

Managing agent- someone who provides managed services to a **landlord** in relation to one or more **properties**.

Monitor/monitoring- keeping an eye on.

Period of agreement the day of your **agreement** starts when your agreement runs out as detailed on your **Coverplan agreement**.

Powerflush- a process using a pumping station to remove **sludge** from your **central heating system**. It is not covered in the Coverplan agreement and would have to be paid for separately.

Products- cover or service for certain appliance(s) or warrantied part(s)

Property/properties -a home and all the land up to the boundary including any attached or detached outbuildings.

Repair(s)/repairing/repared – to fix your boiler, appliance or warrantied parts following an individual breakdown or fault but not repairs that are purely cosmetic or related to software which does not stop the main function of your boiler, appliance or warrantied parts from working or make it unsafe.

Replace/replacement/replacing- where we replace your boiler, appliance or warrantied parts. We will provide replacements with similar functionality but not necessarily the identical make and model or type of fitting.

Sludge- the natural build-up of deposits in your boiler or central heating system as it corrodes over time.

Upgrades – improvements that make your boiler, appliance or warrantied parts and system safer, or more efficient.




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Coverplan Policy of D T Oracz Limited t/a Home Gas Supplies

I (named here under) acknowledge receipt of the Coverplan Policy and agree to comply with the agreement document and its terms and conditions of warranty.

Name: _____

Address: _____

Post Code: _____

Telephone: _____ Mobile: _____

E-mail address: _____

Authorised Contact: _____

Contact telephone: _____

Signature: _____

Date: _____

To be completed by Home Gas Supplies:

Policy Start Date: _____ Policy Renewal date: _____

Last service date: _____ Service engineer: _____

Person dealing with Coverplan on behalf of HGS: _____



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Appliance information: (to be completed when booking the service appointment).

Please provide details of the service history on the Boiler and associated parts (picture proof):

For renewal customers: Have you made any additions / improvements to your central heating system? Yes / No

If Yes give details: _____

Were these alterations completed by HGS or another qualified company (give details)?

Is your central heating and hot water working correctly? Yes / No

If No give details: _____

Are your controls working correctly (Room thermostat, programmer etc)? Yes / No

If No give details: _____

Have you noticed any leaks, drips or stains to ceilings or walls which would indicate the presence of a leak?
Yes / No

If Yes give details: _____

Do you have a Magnetic Filter on your system? YES / NO

If Yes give details- make, model etc: _____

If No- Would you like a price for installing one? YES/NO If customer asks what they are for/do....

As water passes through the metal pipes of your boiler, rust can form. Combine this rust with other dirt and debris, it eventually builds into a mud-like substance known as SLUDGE. If this sludge isn't removed it can have a detrimental effect on the day-to day use of your heating system and running of the boiler. E.g. Radiators may struggle to heat up, noise from boiler and or radiators, cloudy water from taps, boiler shutting down. In the long term your boiler won't run efficiently and in the worst-case scenario the boiler or expensive parts like the heat exchanger may need replacing.

Magnetic Filters are fitted to your boiler's pipework, they extract magnetic debris from the water flowing through the pipes so that there isn't a build-up which can restrict the flow of water through your central heating system. Magnetic Filters can benefit your home by reducing the risk for expensive repairs to your boiler and lengthening the boilers lifetime.



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