



Boiler and Controls Cover Terms & Conditions

Please note – HSC refers to Homecare Service Centre Limited and/or Homecare Service Centre (EM) Limited For details of our Privacy Statement and how we handle your data please refer to www.homecareservicecentre.com

Section 1

All repairs to a single natural gas or LPG gas boiler are designed for home use only. The controls that make the boiler work including the programmer, any thermostats, motorised zone valves and central heating pump.

Section 2

We will always do what we can, within reason, to repair your boiler, but if we cannot source the parts, we may need to cancel your agreement.

Section 3

We guarantee to repair or replace any faulty parts we've supplied and fitted or correct any faulty work that we have undertaken, for 12 months from the date we did the work. This does not affect your statutory rights under the Consumer Rights Act 2015 if applicable or any laws that replace it.

Section 4

What's covered

Please refer to your cover leaflet, there are three different levels of cover.

Section 5

What's not covered

Gas Central Heating systems build up sludge that can block your pipes, radiators and boiler parts. Damage caused by limescale, sludge or other debris if we have already advised you that you need to carry out repairs or improvements,

- Any controls relating to underfloor heating.
- Any part of your boiler and controls which directly supply a swimming pool.
- Resetting your controls or replacing batteries.
- Repairing or replacing your central heating system.
- Repairing or replacing air or ground heat source pumps.



- This cover is for domestic use only.
- We do not cover any pre-existing faults that existed when you first took out this cover.
- We do not cover any faults which we have advised you of but haven't been fixed, or if the work has been carried out by a third party.
- We cannot cover faults we couldn't have reasonably been expected to know about, e.g. if we have been prevented access to your boiler or controls.
- We do not cover anything that has been deliberately damaged or mis-used.
- We do not cover any damage caused by changes in or problems with the supply of gas, water or electricity.
- If we cannot turn off the external water supply stopcock to your home, it is your responsibility to ask your water supplier to do this.
- This cover is for repairing your boiler and/or controls and is not intending to improve or upgrade your existing system.
- Loss of earnings if time off work required whilst awaiting an engineer.

Section 6

Moving home. If you move home, please notify us by calling 0330 055 2123 or emailing info@homecaresc.co.uk. It may be possible to transfer the cover to your new property, but we will have to do an inspection of the boiler first. The charge for this will be **£69.99**.

Section 7

Change of contact details. It is your responsibility to keep us informed of any changes to your contact details.

Section 8

Visiting your property

Our engineers can only visit your property if there is always someone 18 years or older there during the visit. It is your responsibility to ensure we have access to your property. If the policy holder is not present, then you must be available to give us authority to proceed with any repairs. We will attempt to contact you three times once via telephone, once via email and once via text. After the three attempts of trying to contact you, the responsibility is on yourself to arrange your annual boiler service.

0330 055 2123

Head Office

info@homecaresc.co.uk

189 Longmoor Lane
Liverpool, L9 0ED

www.homecareservicecentre.com

Lincoln Office

info@homecaresc-em.co.uk

55 Burton Road
Lincoln, LN1 3JY



Section 9

Hazardous conditions. We will not start or continue any work at your property if we believe there to be any hazardous or unsafe conditions, for example, pest infestations, verbal or physical abuse, harassment, hazardous chemicals.

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Summary of Cover Boiler Cover & Controls

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Benefits

- Annual service of your boiler.
- Repairs to your gas boiler and controls.
- Unlimited call outs. (Excess charges may apply depending on the level of your cover please refer to your leaflet.
- Accidental damage (Depending on level of cover you have).
- Discount on the cost of a replacement boiler and fitting if a repair is not possible or economically viable.

Exclusions

- Removing sludge or scale, or repairing the damage caused by sludge and scale if we have already made you aware of this.
- Faults caused by someone else used for repairs, or design faults in your system.
- Exchanger valve.

The length of your agreement is 12 months and is automatically renewable unless you advise us you wish to cancel.

Making a claim/booking a repair

Please call 0330 055 2123 and give us full details of the issues with your system.

Cancelling your cover

You can cancel your agreement at any time by phoning 0330 055 2123, write/email us at the addresses below: If you cancel within 14 days of taking out the cover, and you have not made a claim, then we will give you a full refund. The 14 days begins from the start date of your care plan or the date you receive the policy documents if this, is later. This is your cooling off period.

Authority to proceed

We may ask you for authority to proceed with a repair if we feel it may impact elements not covered by this policy.

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Homecare

Annual Service

Your service will be carried out during the 12-month period of your cover. Refer to **Section 8** of your Terms & Conditions or you can book your service by calling 0330 055 2123 to arrange a date which is convenient to you. Please call 4 weeks prior to the date required to ensure availability. Please do not wait for us to contact you but call the above number to make your appointment.

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