

Terms and Conditions

Professional Home Assistance Cover 1.4 (additional appliance)

Gas fire cover.

1. What is this Service Cover?

The Professional Home Assistance Cover 1.4 is a service that Professional Gas Care Limited can offer to their customers, which is an insurance cover for your natural gas fire unit.

This service offers you complete peace of mind that if any problems arise on your gas fire, that is covered in your terms and conditions (which are explained in full throughout this document), then Professional Gas Care Limited will provide you with a highly qualified engineer to rectify the problem you have.

2. What is included in the Professional Home Assistance Cover?

- Service cover will include unlimited call outs on a 24-hr response basis, 365 days of the year
- All labour will be undertaken by a highly qualified engineer and labour charges are included within the cover payments
- Cover will include all spare parts that may be required, however, if a part is not available on the day of call out, Professional Gas Care Ltd will request courier delivery to ensure the parts are received as soon as possible – both the return visit and courier service will be included within the cover payments.

Also included in this service is a yearly inspection check of your covered appliance, which will be carried out during the summer months where possible.

3. Gas fire repairs.

- All parts – mechanical and electrical, within the gas fire unit that is required for correct and safe operation of the appliance.
- Controls covered in this Home Assistance cover are as follows:
 - Main gas valve.
 - Oxy-pilot system.
 - Thermocouples.
 - Injectors.
 - Lint arrestors.
 - Internal supply tubes.
 - Spark electrode and leads.
 - Main burners.
 - Interrupters.
 - Solenoids (where applicable)

3a. Spare Parts

All spare parts are included in the maintenance cover, which will be obtained by ourselves from a central parts centre, and we will do our best to replace the desired part within 1-2 days. However, if the boiler spare parts are difficult to obtain, we may have to carriage these parts from manufacturers or use an alternative approved part, or maybe even a reconditioned part by the manufacturer.

Please note that we have no control over time frames for parts becoming available, however, we will do our utmost to ensure it is with us within the shortest possible time.

3b. Initial Safety Inspection

If you choose the Professional Home Assistance Cover, either 1.1, 1.2 and 1.3 or 1.4 we will inspect your system or appliance (or both) to ensure that they are safe and in fully working order.

The engineer attending your premises will complete an initial safety inspection report, which will clearly outline what systems have been assessed and any recommendations made.

We would aim to undertake this inspection within 28 days of the contract being signed, but this would be dependant upon workload pressures and your availability to be present at your property.

Following the first initial safety inspection a number of options will become available to you:

- A full copy of the safety report will be handed to you outlining any work that may be required, and all associated costs, including labour – this work will be discussed in detail with you to ensure full understanding
- The contract will again be discussed in detail with you clearly outlining what the plan covers and what is not included in the charges, and you will be given the option of withdrawing from the agreement.
- A date organized for an engineer to re-visit your property to undertake any work highlighted in the initial safety inspection

3c. Safety and Maintenance Inspection

We will normally carry out a gas safety and maintenance inspection of your appliance covered in our service plan; these are carried out in the summer month's dependant upon workload and appointment preferences.

A member of our administration team will contact you in writing to remind you when your annual check is due, and requesting that you telephone the office in order to arrange a suitable date and time.

Please note that it is your responsibility to be available to let our engineers into your property to undertake the gas safety and maintenance check.

We will try on a maximum of three occasions to gain access to your property, if after the third attempt we have still not gained access to your property, then your contract will be terminated with no refund.

3d. Contract Agreement

Once you have signed and accepted the Professional Home Assistance Cover 1.1, 1.2, and 1.3 or 1.4 your agreement will continue until you contact us asking for this to be terminated.

Any changes that may come into force as part of this plan due to changes to gas regulations or equivalent will be communicated to you at our earliest opportunity.

You may cancel your agreement within 7 days of signing the initial contract agreement and a full refund will be given – provided no work or inspection has been undertaken. For cancellation at any other time, we will require 28 days notice for termination of the contract, and will request this in writing from you. (Please see payment plans below)

Please note that Professional Gas Care Ltd also has the right to terminate the contract at any point. Cancellation could occur due to a number of reasons including the following:

- False information has been given by the customer on signing of the contract agreement
- Agreed payment is not made on the given date and refused on payment check
- Should a significant fault be found on initial inspection of your appliance relating to the service cover agreement
- If we are not able to locate parts required in order to keep your appliance working completely safely
- Should significant circumstances arise which would make it inappropriate for Professional Gas Care Ltd to continue with your contract; this would include health and safety risks within your property which would put our engineers at risk of injury; injury or other occur to engineers which prevent us from attending to provide the

agreed service.

Should cancellation become necessary, a full explanation will be provided in writing, giving you 28 days notice.

This contract is reviewed on a yearly basis revising the cost of the monthly charges and any other relative issues to the contract, which will be provided to you in writing of 28 days notice.

4 Payment Plans

There are a number of different ways for you to pay into the system and these will include:

- Monthly standing order.
- Annual credit/ debit card payments.

Payment plans will be discussed in detail with you on initial review of the contract agreement, and the payment plan most suited to you would be agreed and signed for.

Annual debit or credit card payments will be taken at the time of signing up to the agreement, and then the first working day of the sign up month each year thereafter.

Standing order forms will be completed at the time of signing the agreement, and responsibility for ensuring payment is made on time, will be between yourself as the customer and your bank.

Should you wish to cancel your agreement and have paid the annual fee, a minimum of 30% of the overall annual fee will be maintained to cover any work or inspections undertaken, and the remainder of your payment will be refunded.

Should monthly payments be made, a minimum 3-months charge will be due plus an additional £6 cancellation charge (this will equal 30% of the annual charge).

5. Data Protection - Personal Information

All information that you provide or we hold about you, will be held confidentially, and may be used by us or our agents to:

- Identify you when you contact our administration team
- Enable us to identify accounts, services and products which you could have from Professional Gas Care Ltd
- Enable us to efficiently contact you about any improved developments within the agreed contract, service provision, and accounts, which we have provided and managed for you, or may be able to provide in the future
- For us to undertake any appropriate marketing analysis and any necessary customer profiling, and create any statistical and testing information as and when required
- To help prevent and detect fraud or loss
- Should we need to contact you via email, telephone, in writing, in person or any other means of communication in order to discuss any service developments or new products available.
- Please note that we will only contact you regarding new products and services if you have provided consent on signing the initial contract agreement.

We may pass your details to another person or organization for one of the following reasons:

- If another person/organization is able to provide additional services you may have asked for
- As part of the process for selling one or more of the our businesses
- Should we be asked to provide information for legal or regulatory purposes

We may check your details with one or more licensed credit reference and fraud prevention agencies. We and they may keep a record of this search and the payment details from your account, and share it with other organizations. If a person provides false or inaccurate information and we suspect fraud, this will also be recorded. This information may be used by us, and other organizations may search these records to:

- Help make decisions about credit and other credit related services provided by Professional Gas Care Ltd
- To provide a credit reference check for other companies in order to assist with applications for motor, household, credit and life insurance
- In order to assist with tracing and recovering debts, fraud prevention and to provide assistance with managing your accounts
- To confirm your identity if appropriate and sufficient proof of identity not provided on initial contract request
- Credit checks will be undertaken by us using Experian

6. Third Party Rights

On signing your contract agreement, no details will be discussed with a third party unless specifically requested by you as the main customer, on completion and signing of the contract agreement

Should you wish a third party to be able to respond to queries on your behalf, or contact Professional Gas Care Ltd on your behalf, then this must be requested on completion of the contract agreement, and a full name, address and signature will be required on the contract agreement documentation.

Please note the following:

- Financial queries will only be undertaken with the main contract holder – there will be no exceptions to this
- Should the main contract holder become deceased, Professional Gas Care Ltd will only discuss the contract agreement with the next of kin – this must also be provided on completion of the initial contract agreement
- The service agreement only relates to the person named on the contract agreement – this is not transferable to any other individual or property. Should you change address you must notify us immediately, so that a replacement contract can be produced and signed.

7. General Exclusions

- Any costing arising from a malfunction, which is covered by a manufacturer's warranty
- The manufacturer's recall of the covered appliance
- Claims arising from floods, lightning storms, frost, severe rain, water damage or any other severe weather conditions – customers should check their household insurance policies to determine whether these will be covered
- Damage, theft, attempted theft, damage caused by an explosion, smoke or fire damage
- The cost of small items or accessories which should be replaceable by the consumer/customer, and is designed to be replaced by a non-qualified competent person, e.g. fuse for the appliance mains plug/fixed spur, filters or batteries.
- Any kind of modification work carried out by anyone, which does not comply with manufacturer's guidelines
- Consequential loss, i.e. damage to furniture as a result of water leaks
- Should work be undertaken which requires access outside of the property, and requires digging to pipework, Professional Gas Care Ltd may not necessarily replace the original surface or construction
- Any redecoration required, either internally or externally, following completion of any work, will be the customer's responsibility unless Professional Gas Care Ltd have been negligent

Professional Gas Care Ltd will also not be responsible for the following:

- Replacing appliances, Flues for your gas fire unit are also not covered in your contract.
- Flues on balanced flue fires are also not covered.
- Chimneys and any maintenance associated with the chimney or pre-cast flue system are excluded.
- Replacement or repair of decorative parts which do not affect the working of the appliance or system or how the appliance actually works e.g. ceramic coals and coal bed, canopy's and gas fire casings complete with fire front frets.
- Fault repairs when permanent repair or improvement work has previously been advised, but advice not followed - permanent replacement repair or improvement work will only be advised when absolutely necessary
- Removal of asbestos should this be found when attending to repair an appliance or system
- We will not accept cash alternatives for repairs or maintenance work to be undertaken as part of this cover plan

Please note that the Professional Home Assistance Cover 1.1 is solely available for appliances in domestic use inside your own home. No service cover will be provided for rented accommodation.