

# Gas Cymru - Boilercare Terms & Conditions

## What's is included

<b>Boiler &amp; Controls</b>	<ul style="list-style-type: none"> <li>• <b>Free</b> repair or replacement of inoperative boiler components, boiler controls and 1m of flue.</li> </ul>
<b>Call Out &amp; Repairs</b>	<ul style="list-style-type: none"> <li>• <b>Free</b> unlimited repairs when your boiler is broken down and inoperative.</li> </ul>
<b>Parts and Labour</b>	<ul style="list-style-type: none"> <li>• <b>Free</b> parts and labour for your boiler components and boiler controls.</li> </ul>
<b>Annual Service</b>	<ul style="list-style-type: none"> <li>• <b>One Free</b> Service/Safety inspection per annual contract.</li> </ul>
<b>Excess fee</b>	<ul style="list-style-type: none"> <li>• <b>No excess fee</b> with this product.</li> </ul>

## What's Not included

<b>Boiler &amp; Controls</b>	<ul style="list-style-type: none"> <li>• Damage due to malicious acts, negligence, external influences or pre-existing faults.</li> <li>• Damage due to lack of maintenance or systems in place to prevent sludge, lime scale build up, corrosion or freezing.</li> <li>• Breakdowns and faults relating to Frozen Condensate pipework or services that have not been installed to manufacturer's recommendations or local regulations.</li> <li>• General user maintenance such as topping up boiler pressure, resetting controls and replacing batteries or works relating to gas meters and their supply.</li> <li>• Making improvements to boilers, radiators, components or controls systems to meet current building regulations.</li> <li>• Liability for disturbance or damage to decoration and furnishings as a direct result of our works.</li> <li>• Repairing or replacing boiler casings, chassis or Water Store Vessels.</li> <li>• Replacing or topping up your system inhibitor or anti-freeze.</li> </ul>
<b>Radiators, Valves &amp; Pipework</b>	<ul style="list-style-type: none"> <li>• Water, Gas, Waste or Electric Services connected to your boiler and heating system.</li> <li>• Underfloor, Solar, Renewable energy and specialist heating systems.</li> <li>• Radiators (including electrical elements), Radiator Valves and Heating System.</li> <li>• Showers, Taps, Valves and Booster Pumps.</li> <li>• Bleeding radiators of air.</li> </ul>
<b>Call Outs</b>	<ul style="list-style-type: none"> <li>• You will Not receive a free call out if your boiler is operative and able to deliver heating and hot water and Gas Cymru reserves the right to charge you a call out fee in this instance</li> </ul>
<b>Parts and Labour</b>	<ul style="list-style-type: none"> <li>• You will Not receive free repairs to pre-existing defects identified in the initial survey and Gas Cymru reserves the right to provide a quotation and charge for these repairs.</li> </ul>

# Gas Cymru - Systemcare Terms & Conditions

What's included	
<b>Boiler &amp; Controls</b>	<ul style="list-style-type: none"> <li>• <b>Free</b> repair or replacement of inoperative boiler components, boiler controls and 1m of flue.</li> </ul>
<b>Radiators, Valves &amp; Pipework</b>	<ul style="list-style-type: none"> <li>• <b>Free</b> repair or replacement of inoperative radiators, radiator valves and readily accessible heating pipework <b>not</b> concealed within walls, floors or lofts.</li> </ul>
<b>Call Out &amp; Repairs</b>	<ul style="list-style-type: none"> <li>• <b>Free</b> unlimited repairs when your boiler is broken down and inoperative.</li> </ul>
<b>Parts and Labour</b>	<ul style="list-style-type: none"> <li>• <b>Free</b> parts and labour for your boiler components, boiler controls, radiators and radiator valves.</li> </ul>
<b>Annual Service</b>	<ul style="list-style-type: none"> <li>• <b>One Free</b> Service/Safety inspection per annual contract.</li> </ul>
<b>Excess fee</b>	<ul style="list-style-type: none"> <li>• <b>No excess fee</b> with this product.</li> </ul>
What's Not included	
<b>Boiler &amp; Controls</b>	<ul style="list-style-type: none"> <li>• Damage due to malicious acts, negligence, external influences or pre-existing faults.</li> <li>• Damage due to lack of maintenance or systems in place to prevent sludge, lime scale build up, corrosion or freezing.</li> <li>• Breakdowns and faults relating to Frozen Condensate pipework or services that have not been installed to manufacturer's recommendations or local regulations.</li> <li>• General user maintenance such as topping up boiler pressure, resetting controls, replacing batteries or works relating to gas meters and their supply.</li> <li>• Making improvements to boilers, radiators, components or controls systems to meet current building regulations.</li> <li>• Liability for disturbance or damage to decoration and furnishings as a direct result of our works.</li> <li>• Repairing or replacing boiler casings, chassis or Water Store Vessels.</li> <li>• Replacing or topping up your system inhibitor or antifreeze.</li> </ul>
<b>Radiators, Valves &amp; Pipework</b>	<ul style="list-style-type: none"> <li>• Repairing or replacing radiators (including electrical elements) or pipework with pre-existing faults or damage due to lack of maintenance or systems in place to prevent sludge, lime scale or corrosion.</li> <li>• Replacing Curved, Designer or specialist radiators, Towel Rails or Towel warmers with anything other than a standard type radiator unless supplied by the customer.</li> <li>• Repairs to radiators, pipework and valves that are inaccessible <b>or</b> concealed beneath or within walls, floors, cellars and lofts.</li> <li>• Water, Gas, Waste or Electric Services connected to your boiler or heating system.</li> <li>• Underfloor, Solar, Renewable energy and specialist heating systems.</li> <li>• Showers, Taps, Valves and Booster Pumps.</li> <li>• Bleeding radiators of air.</li> </ul>
<b>Call Outs</b>	<ul style="list-style-type: none"> <li>• You will Not receive a free call out if your boiler is operative and able to deliver heating and hot water and Gas Cymru reserves the right to charge you a call out fee in this instance.</li> </ul>
<b>Parts and Labour</b>	<ul style="list-style-type: none"> <li>• You will Not receive free repairs to pre-existing defects identified in the initial survey and Gas Cymru reserves the right to provide a quotation and charge for these repairs.</li> </ul>

# Gas Cymru - Terms & Conditions

## All Contracts

- You have a 14 day cooling off period in which to evaluate and cancel your new or renewal contract in accordance with your consumer rights.
- Appliances with faults discovered during the initial inspection and survey will require rectifying prior to acceptance onto cover, or may alternatively be noted as exemption from cover providing they do not pose a risk to life or property.
- Should you wish to proceed with repairs prior to acceptance onto cover, a quotation will be provided.
- Should you cancel your application during the cooling off period, you will not be liable for the remaining contract value, but you will be liable for the cost of any service, maintenance or repair works undertaken during this period or during the inspection and survey.
- After the cooling off period, you will enter a binding contract that will run for a minimum of 12 months from the point of a new application or renewal.
- You will be entitled to no more than One Service/Safety inspection per annual contract.
- If you cancel your cover or lapse in payments within a new or renewal contract period, you will be liable for the remaining unpaid balance for that period plus the costs of any service, maintenance or repair works undertaken within that contract period.
- Gas Cymru reserves the rights to reject your application or cancel your cover at any time.
- Gas Cymru will **not** accept responsibility or liability for any loss, damage or cleaning of property, furniture, fixtures as a result of your boiler or system breaking, failing or producing water leaks.