

Inova Heat Ltd Service Plans Terms and Conditions.

We understand that terms and conditions are often extremely difficult to understand due to how they are written. We have tried to keep our Service Plans terms and conditions extremely clear so you know exactly what is and isn't covered.

1. Scope of Contract

1.1 Inova Heat Ltd will provide the level of cover described within the 'Plan Summary' below subject to an initial chargeable service and inspection of your boiler and hot water tank (if applicable).

1.2 When referring to 'We' this refers to Inova Heat Ltd

1.3 This contract is strictly a maintenance contract and is not an insurance policy.

1.4 This plan is intended for domestic boilers only and will only carry out works at residential properties.

1.5 Any call-outs requested within 14 days of your service plan commencing will be charged at standard rates.

2. Our Plans

2.1 Silver Plan

Here is what is included in our Silver Plan:

- Annual Boiler Service Included
- Annual Carbon Monoxide Test
- 10% off RRP Replacement Parts Discount
- Oil Nozzle replaced – only applicable to Oil Boiler Plans

2.2 Gold Plan

Here is what is included in our Gold Plan:

- Annual Boiler Service Included
- Central Heating Inhibitor Test
- Annual Carbon Monoxide Test
- Priority Call Outs within 48 hours
- 10% Breakdown Labour Discount
- 15% off RRP Replacement Parts Discount
- 5% Loyalty Discount our other services
- Annual System Water Quality Test
- Oil Nozzle replaced – only applicable to Oil Boiler Plans
- Unvented cylinder (additional bolt-on)

2.3 Platinum

Here is what is included in our Landlord Plan:

- Annual Boiler Service Included
- Central Heating Inhibitor Test
- Annual Carbon Monoxide Test
- Priority Call Outs within 48 hours
- 20% Breakdown Labour Discount
- 20% off RRP Replacement Parts Discount
- 10% Loyalty Discount our other services
- Annual System Water Quality Test
- Oil Nozzle replaced – only applicable to Oil Boiler Plans
- Unvented cylinder (additional bolt-on)

3. Annual Service

3.1. One of our Gas Safe qualified engineers will perform the service and safety check in line with the manufacturer's instructions.

3.2. Included in this service/safety check, we will perform the following as a minimum:

Gas and LPG Boiler:

- Check emissions using a fully calibrated flue gas analyser
- Check of the inlet and working gas pressure
- Clean condensate trap
- Clean magnetic filter (if fitted)
- Clean inside of boiler case
- Gas rate if required
- Test of safety devices and all safety checks in line with Gas Safe guidelines

3.3 A gas tightness test will be performed in certain circumstances to ensure the property is free from gas leaks.

Oil Boilers:

- Visually inspect the boiler and all associated pipes or areas (including your oil tank and supply pipe), to make sure that they comply with current safety regulations
- Check for water in your oil tank
- Check the supply pipe for any signs of leakage
- Inspect and clean out the flue pathways
- Remove the boiler casing and clean internal components (like the heat exchanger and burner)
- Service and clean the oil burner

- Replace the boiler nozzle
- Use a flue gas analyser to check combustion
- Test all safety systems to make sure that they are functioning correctly (this includes any thermostats, pressure relief valves and burner lockout devices)
- Turn the boiler on to check that it is working correctly.

3.4 The annual service will be arranged at a time and date convenient to you and in the month of your contract renewal. Unless otherwise arranged with the contract holder beforehand.

3.5 The annual service will be carried out Monday to Friday between 8 am and 5:00 pm unless otherwise agreed Inova Heat Ltd.

4. Annual Carbon Monoxide Test

4.1 We will complete a test to check all carbon monoxide detectors at the property are working correctly once per year.

4.2 If no carbon monoxide testers are present at the property, we are able to fit one but will need to charge separately for this.

5. Priority Callouts

5.1 We will endeavour to attend all breakdowns within the timeframes below based on your plan:

Gold Plan: Breakdowns reported before 5.00pm during weekdays within 48 hours.

Platinum Plan: Breakdowns reported before 5.00pm during weekdays within 24 hours. Within this plan you will have an emergency contact number should you need to call out of hours.

5.2 In the event of a breakdown being reported after 5.00pm or on weekends, we endeavour to attend the property within the timeframes below based on your plan:

Gold Plan: Within 48 working hours

Platinum Plan: Next working day

5.3 The timeframes outlined above are subject to workload and availability.

6. Breakdown Labour Discount

6.1 Customers have the right to discounted breakdown labour based on their plan as outlined below:

Gold Plan: 10% Breakdown Discount

Platinum Plan: 20% Breakdown Discount

6.2 Parts will all be discounted at the following rates:

Silver Plan: 10% Off RRP Replacement Parts

Gold Plan: 15% Off RRP Replacement Parts

Platinum Plan: 20% Off RRP Replacement Parts

7. Loyalty Discount on Other Services

7.1. We offer other services within Inova Heat Ltd. As a Service Plans customer, you receive the following discounts on the labour of our other services:

Gold Plan: 5% Discount on all labour

Platinum Plan: 10% Discount on all labour

8. Exceptions

8.1 Any breakdown that is caused by sludge, scale or system deposits will not be covered - this will be confirmed by an independent water quality test if required (chargeable to the customer if it fails).

8.2 Any breakdown that is a result of a problem with the water mains, electrical grid or gas main/meter. Including having no credit on a gas meter.

8.3 Pre-existing faults and defects in the design or installation of the system.

8.4 Any breakdowns caused by blocked drains backing up into the boiler.

8.5 Replacement of cosmetic parts such as boiler casings and covers.

8.6 Faults caused due to the fabric of the building, for example, pipes in walls bursting due to subsidence.

8.7 Any defects caused due to malicious actions, misuse or third-party interference.

8.8 Any defect caused by; fire, flood, lightning, explosion, storm, frost, terrorism or the impact of any other extraneous cause.

8.9 We will not be held responsible for delays in the provision of parts from suppliers or delivery firms.

8.10 Any water ingress into the property causing the boiler to fail.

9. Missing / Cancellations of Appointments

9.1 Customers that have arranged a breakdown callout or annual service are given a 4-hour slot, if the engineer attends and the customer is not available a rebooking amount of £50 + VAT is charged to re-attend.

9.2 Customers must give 24 hours' notice to change an appointment date/time otherwise a rebooking fee will be charged.

10. Use of Subcontractors

10.1 We reserve the right to use subcontractors to carry out any breakdowns or annual services. All subcontractors will be Gas Safe registered and vetted by us for suitability.

11. Period, Renewal and Payment Contract

11.1 This contract is valid for a period of 1 year (12 months) from the date the first direct debit is collected.

11.2 The contract will be automatically renewed into a monthly rolling contract unless instructed by the customer to cancel. The customer must give notice no later than 14 days before the renewal date.

11.3 We reserve the right to cancel the renewal of any contract without giving a reason.

11.4 In the event of non-payment of the Direct Debit cover will be suspended until the account is brought up to date and no works will be carried out.

11.5 The contract is cancelled if the customer misses 3 consecutive payments without contacting after the initial 12 months period. Failure to make payments within the initial 12 month period will result in £35 administration fee on the account along with payment to get the account balance up to date.

11.6 We reserve the right to cancel any policy at any time if a customer is found to have broken any terms in these conditions.

11.7 Your service price is guaranteed for a minimum of 12 months from the date of contract renewal. We'll notify you in advance of any potential price increases before your renewal date, ensuring transparency and allowing you to make an informed decision.

12. Certificates

12.1 All certificates will be held electronically by Inova Heat Ltd.

12.2 Customers can request copies of any certificate at any time via email without charge.

12.3 Customers can request a hard copy of any certificate subject to a printing and postage charge of £2.50.

13. Cooling Off Period

13.1 Customers are entitled to a full refund within 14 days of signing the contract. Any breakdowns within this cooling-off period will be charged the full amount in the event of cancellation.

*Working days are Monday – Friday 8am – 5pm