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with our compliments
when you refer a friend
and they sign-up for
a System Care Plan
ask for details

Systems Maintenance Care Plan **Terms & Conditions**

Ambien Heating Specialists - your local experts



Plan Terms & Conditions

1 Introduction

1.1 Ambien Heating Specialists

Systems Maintenance care plan, is operated by Ambien Heating Specialists, 8 Trentside, Morton, Gainsborough, Lincolnshire, DN21 3AQ. The following paragraphs explain the terms and conditions of Ambien Heating Specialists contract, and form a basis of a service contract between you the customer and Ambien Heating Specialists. It is therefore important that you read this document carefully as we do not wish you to discover after an incident has occurred that you are not covered by the plan. If you have any queries please call us on :01427 810134.

1.2 Service Agreement

What is a Service Agreement? A Service Agreement, also known as a Service Contract or Contract for Services, is a written agreement between a service provider and the customer that outlines the terms and conditions of a particular service between the two parties. The Ambien Heating Systems Maintenance Care Plan is fully independent and operates as a non insurance entity therefore, we are not registered with the Financial Conduct Authority. The service agreement is governed and construed in accordance with the laws of England and Wales, any disputes arising shall be referred to the jurisdiction of the courts of England and Wales, and unless the service plan is located in Scotland in this case the law will apply from Scotland.

1.3 Eligibility

Ambien Heating Specialists Systems Maintenance Plan is only available for Gas, L.P.G. and Oil boilers from a reputable manufacturer. The plan is applicable to privately owned domestic properties with a single boiler only. The plan is not available for Local Authority Housing, Housing Associations or commercial properties.

1.4 Commencement of Plan

Once your application has been accepted, we will email or write to you to confirm your service agreement start date, payment details and important plan information. Please check these details carefully and call us on 01427 810134 if there are any problems. The confirmation will include a Maintenance Plan Reference Number, please quote this number in any communication with us. Your contract will commence on the date we accept your application as detailed on your confirmation, your plan will start 30 days after this date. Please note that you are not able to make any claims until the 30th day has expired.

Any faults present prior to the 30th day will not be covered.

First initial inspection.

We will carry out a boiler and system health inspection, within 90 days of the contract start date to assess whether your boiler passes our criteria.

2 What is Covered

2.1 Central Heating System

2.1.1 Ambien Heating Specialists Systems Maintenance Care Plan covers breakdown and/ or failure of your fired domestic central heating boiler, unvented cylinder, circulating pump, motorised valves, time clock or programmer, external thermostat, radiator and valves, hot water tank, feed expansion tank, pipes and fittings, primary flue and draught diverter.

2.1.2 If you suffer a breakdown of your central heating system, burst radiator (steel panels only) or failure of external controls, you should call us on the **24 Hour Claims Number: 01427 810134.**

We will then:

- a. Advise you how to protect yourself and the property immediately.
- b. Organise and pay on your behalf the call out, labour, parts, materials and VAT involved in repairing or remedying the breakdown and/ or failure of the gas fired domestic central heating system/boiler.
- c. In the event that a part needs to be ordered to rectify the breakdown, best endeavours will be made to source the part in the quickest possible time.

2.1.3 In the first three months of cover (inclusive of the 30 day period), repairs to, or replacement of, internal components of the central heating boiler (heat exchanger, expansion vessel, printed circuit board etc.) are limited to £300 arising from any one event. This limitation is in place as a result of some customers claiming for excessively costly boiler repairs in the first few days of cover. All repairs external to the boiler are still covered.

2.1.4 Annual Service

It is recommended that all boilers are serviced and maintained in accordance with the manufacturer's instructions, which typically involves an annual service and safety check. During the period of cover, we will email you to remind you when the service is due and advise our installer to contact you to arrange a convenient time to service your boiler. **Please note:** Boiler services are normally undertaken Monday to Friday, between 0900-1700 hours. Services are normally carried out during the summer months out of the heating season. If your service date falls

between November and February we may ask to bring back the service to a summer month at our discretion. If you ignore the recommended service schedule of your boiler and you suffer a boiler breakdown as a direct result of a lack of servicing and/ or maintenance, then subsequent repairs will not be covered.

2.1.5 Boiler Replacement

- a. The 12 year boiler replacement guarantee commences from the installation date of the current boiler. (Gas boilers only)
- b. The boiler will not be replaced if previously identified faults, defects or advice on maintenance and repairs given by the engineer has been ignored or not completed within reasonable time.
- c. The boiler will not be replaced if spare parts are available for that make /model of boiler during the 12 years of cover.
- d. The boiler will not be replaced if our engineer determines that the boiler is beyond economical repair during the first 6 months of cover. In this instance cover will cease.
- e. The boiler will not be replaced if our engineer determines that the boiler has been damaged due to the lack of inhibitor in the central heating system. In this instance cover will cease.
- f. The maximum contribution we will pay under this policy to replace a boiler is £2000 any labour costs & VAT.
- g. If your boiler is more than 7 years old at the commencement date of your agreement with Ambien Heating Specialists Systems Maintenance Care Plan, the following conditions and exclusions apply: a. You are not eligible for the boiler replacement guarantee.

2.1.6 Beyond Economical Repair (BER)

When repairing an item is more costly than replacing it, if the item costs more than 80% of the replacement value of your central heating boiler, the item will be deemed BER. If the cost of replacing multiple parts exceeds your plan limit the boiler will be BER, in this instance your cover will end.

2.2 Plumbing and Electrics

2.2.1 The Ambien Heating Specialists Systems Maintenance Care Plan covers repairs to internal plumbing faults such as tank overflows or leaking plumbing pipes from (but not including) the internal stop cock.

2.2.2 The Ambien Heating Specialists Systems Maintenance Care Plan covers you for breakdown of the 240 volt electrical supply system within the property, beyond (but not including) the electricity company's meter such

as faulty electrical switches and faulty fuse board

2.2.3 The maximum amount we will pay under this policy arising from any one event is £2000 (including VAT). 'Any one event' is defined as a single socket replacement or a single leaking pipe, etc.

2.2.4 External Drains

We will pay to unblock and pressure jet your external drainage system, if we cannot resolve the blockage we will pay for a CCTV inspection. If it is found the drains are collapsed or have re-routed damage, your cover will cease. The maximum amount we will pay under this policy, arising from any one event is £1000 (including VAT).

2.2.5 All permanent repairs are guaranteed for as long as you choose to remain an Ambien Heating Specialists customer.

3 What is Not Covered

The following are excluded from cover:

3.1 Central Heating System.

- a. Separate gas heaters providing hot water.
- b. Electric, back boilers and dual-purpose boiler. (E.g. Aga, Rayburn)
- c. Gas fires.
- d. Breakdown and/ or failure, when it has been identified by an engineer (during a breakdown or service) that remedial maintenance work is required to prevent a future breakdown and/ or failure of your domestic central heating boiler and the customer has declined the repair.
- e. Normal day-to-day maintenance of the domestic central heating boiler at your property, for which you are responsible. This includes: re-pressurising or balancing of the central heating system; adjustments to the timing and temperature controls of the domestic central heating boiler; venting (bleeding) of radiators or the addition of corrosion inhibitors.
- f. Any defect or failing which may be attributed to the original design of the gas fired domestic central heating boiler.
- g. Any part of the domestic central heating boiler which is too difficult to access safely, e.g. unsafe floor boarding and/ or inadequate lighting within roof or loft spaces; any part of the domestic central heating boiler which is impossible or impractical to maintain due to its position, e.g. a boiler situated in a confined space, inaccessible due to the installation of fitted units etc.
- h. Repair or replacement of non-standard or extended flue systems.
- i. Condensate lift pumps.
- j. Any problem relating to condensate pipes caused by freezing weather conditions.

3.2 Plumbing, drains and Electrics

- a. Taps and any related tap fault
- b. Any plumbing or electrics external to the building
- c. Shared drains

- d. Repairs to toilet cisterns
- e. Electrical "Terminal Ends", e.g. light bulbs, electric showers etc.
- f. Anything that can plug in, e.g. kettles, computers etc.
- g. Repairs to the plumbing or power supply between your home and any out buildings
- h. Leaking appliances (showers-shower trays - WC's etc)
- i. Any cesspits, septic tanks and any out flow pipes external to your home
- j. External guttering, rainwater downpipes, soak aways and any building not connected to the main public sewer
- k. Vacuum drainage systems
- l. Drain clearance where you have previously been advised of need to install points (e.g. rodding eye, inspection cover etc)
- m. Any costs relating to repair or replacement of sewerage pumps any associated electrics or valves, water softeners, waste disposal units and macerators
- n. Collapsed drains
- o. Damage to drains by tree roots
- p. Oil tanks

3.3 General Exclusions

- a. Any event arising from circumstances where a fault is determined to have been present prior to the commencement of cover.
- b. Costs incurred where you have been advised of the need to carry out permanent repair work to avoid repetitive situations leading to a breakdown and/or failure. Such work will need to be carried out at your own expense.
- c. Any loss in the event of damage occurring where the property has remained unoccupied for 30 or more consecutive days.
- d. Loss or damage arising as a result of disconnection from or interruption to the gas, electricity or water mains services to the property.
- e. Normal day-to-day maintenance of the elements covered by your plan at your property, for which you are responsible.
- f. The restoration of any fixtures or fittings (e.g. fitted units, special floor coverings such as wood block or ceramic tiles etc.) removed in the process of conducting the repair.
- g. Any liability for consequential loss whether as a result of a defect or malfunction of the central heating system, internal plumbing or drainage services, or arising from any goods, services, arrangements or advice provided by us or any agents acting on our behalf, unless through our or their negligence.
- h. Any part of the plumbing, electrical or drainage service which is too difficult to access safely, e.g. where asbestos is present.
- i. Any fixtures including lead piping where replacement is only necessary as a result of legislation or health and safety guidelines, or to meet current best practice.
- j. Systems and/or equipment which

has not been installed, serviced or maintained in accordance with established practice, statutory regulations, British Standards or manufacturer's instructions.

k. Any defect, damage or breakdown caused by malicious or wilful action, negligence, misuse or third party interference; including any attempted repair or modification to domestic central heating boiler, electrics or internal plumbing which was not carried out by an Ambien Heating Specialists appointed engineer.

l. Any filter or related device for the purpose of removing sludge, scale or other debris from your central heating or plumbing system unless integral to the boiler.

m. Damage caused to property and/or its contents whilst completing a repair not reinstated to the original condition. The engineer will advise if any damage is likely to occur.

n. Any costs above the limits of cover. You are responsible for agreeing and settling additional costs directly with the engineer.

o. Any losses that are indirectly associated with the incident that caused you to claim, unless caused by our negligence or that of our agents. E.g. loss of earnings due to time taken off work to deal with the incident will not be covered.

p. The cost of any work carried out by you or contractors not authorised by us in advance.

q. Any investigative work (such as CCTV), where the incident which caused you to claim has been resolved.

r. Any defect, loss or damage occasioned by fire, lightning, explosion, tempest, flood, earthquake, impact or other extraneous causes.

s. Any loss arising from subsidence, heave of the site or landslip caused by: bedding down of new structures; demolition, structural repairs or alterations to the property; faulty workmanship or the use of defective materials; river or coastal erosion.

t. Any loss or damage arising as consequence of: war, invasion, act of foreign enemies, terrorism, hostilities (whether war is declared or not), civil war, rebellion, revolution, insurrection, coup, riot or civil disturbance; ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from combustion of nuclear fuel; the radioactive toxic explosive or other hazardous properties of any explosive or nuclear assembly or its nuclear component.

4 General Conditions

4.1 We reserve the right to pre-screen all boilers. This may not cover your domestic central heating system if it is not in good working order, if parts are not available, if your boiler does not meet our eligibility criteria.

4.2 If any recommended remedial or
continued overleaf

maintenance works notified during a gas boiler service and/ or breakdown/ failure are not carried out within 28 days; or your domestic central heating boiler does not meet our eligibility criteria e.g. if spare parts are no longer available, we may cancel your policy.

4.3 Claims must be made via the **24 hour claims number** by you or a person calling on your behalf at the time of breakdown and/ or failure. We will not cover the costs of work carried out by contractors not authorised by us in advance. Any gas leaks **MUST** in the first instance be reported to the **National Gas Emergency Service on 0800 111999**.

4.4 In order for us to verify your cover, when calling please have your policy number ready to quote. The approved engineer may also ask you to produce your policy summary when they arrive at your property.

4.5 We may change any of the terms upon which we provide the level of cover, or any other term whatsoever. Where this change benefits you, we will make the change immediately and notify you of any change at least 28 days prior to the change taking effect.

4.6 We will not cover the cost of repairs needed because of design faults, or faults which existed before you entered into your agreement, or which we could not identify using reasonable care and skill.

4.7 We will not cover the cost of repairs necessary due to accidental damage caused by you.

4.8 Where work is undertaken on your system by a third party, whether or not following our advice, which results in damage to that or another part of your system; the repair of any such damage will be excluded from your agreement.

4.9 We will not cover the cost of repairs or replacements for faults or damage to appliances or systems caused by freezing weather conditions, subsidence, structural repairs, accident, fire, lightning, explosion, flood, storm or other similar adverse weather conditions. You should check your household insurance to make sure you have enough cover for those risks.

4.10 Should parts not be readily available, we are not responsible for any delays caused by our suppliers or their agents in obtaining spare parts

that are not immediately available.

4.11 Replacement parts for plumbing and electrical systems are not provided on a "like for like" basis but are replaced with the industry standard equivalent e.g. light fittings, switches, radiators etc.

4.12 The commencement or continuation of service where there are health and safety risks e.g. the presence of hazardous materials, infestation or any abuse (physical or verbal) to our staff or appointed representative.

5 Other Important Information

5.1 Appointments and access to your Property It is your responsibility to allow us access to your property. If we cannot gain access to your property we will be unable to carry out the necessary work. If this happens we will tell you so that you may arrange another appointment. If you do not arrange another appointment or if after several attempts to contact you, you have not made an appointment or we cannot gain access, we may cancel your agreement. We will tell you in writing if this is the case.

5.2 Same Day Service If you call us before 10.00 hours to report total loss of heating or hot water, you will normally have a qualified technician with you on the same day.

5.3 Your Cancellation Rights There is no minimum contract term for the Ambien Heating Specialists Systems Maintenance Care Plan and you can cancel at any time by writing to us at the address in Section 1. Cancelling your Standing Order/ Direct Debit does not mean you have cancelled the agreement with Ambien Heating Specialists Systems Maintenance Care Plan.

5.3.1 If you pay by Standing Order/ Direct Debit. If you choose to cancel your agreement within the first 12 months, we may charge you an administration fee of £30. If you cancel your agreement within the first 12 months and we have attended callouts during that period, we may charge you 50% of the cost of the callouts

5.3.2 If you pay your annual premium in full We will refund the balance of your premium pro-rata with the number of months you have been on cover and may charge an administration fee of £30 which will be deducted from the sum refunded.

If you have had a boiler service at the beginning of your cover period we may deduct £59.99 from the sum to be refunded to cover the cost of the service. When servicing the boiler at the beginning of the cover period, if our engineer finds the boiler is in poor condition we may invoke our cancellation rights (see 5.4).

Should this happen, the premium you have paid will be refunded less £59.99 to cover the cost of the service and there will be no administration fee. If you cancel your agreement within the first 12 months and have had any callouts during that period, we may charge you 50% of the cost of the callouts.

5.4 Our Cancellation Rights

We may cancel your agreement in the following circumstances:

- If we give you reasonable notice
- If you have given false information
- If you do not make the agreed payment(s)
- For agreements concerning Gas Boilers, Gas Appliances or Heating Systems: If we find something wrong when we visit, or we have advised you that permanent repairs or improvements are needed to ensure your appliance or system works properly and you do not follow our advice within a reasonable period. This advice may include replacing your boiler or system. (What constitutes a reasonable period could be short in the case of, for example a safety issue).
- If we are not reasonably able to find parts to keep your system or appliance working safely.
- If circumstances arise (including health and safety issues) which deem it inappropriate for the contract to continue.

5.5 Third-party rights - Nobody other than you will be able to benefit from this agreement. This cannot be passed to someone without our authorisation.

5.6 Complaints - We always strive to do our best but unfortunately there may be times when things go wrong. If you have a complaint about any part of our service or your products please telephone us on: **01427 810134** or write to us at: **Ambien Heating Specialists Systems Maintenance Care Plan, 8 Trentside, Morton, Gainsborough, DN21 3AQ**. We will try to deal with the matter immediately. If we cannot, we shall keep you regularly informed about the progress of our investigation.



Ambien Heating Specialists
8 Trentside Morton Gainsborough
Lincolnshire DN21 3AQ

CALL: 01427 810134

hello@ambienheating.co.uk

www.ambienheating.co.uk



Application Form

Systems Maintenance Care Plan

Correspondence Address / Invoice To:

Title (Mr. / Mrs. Etc.)	
Name	
Address	
Postcode	
Email	
Home Telephone No.	
Mobile No.	

Site Address / Contact (if different from above) Please give a reason?

Title (Mr. / Mrs. Etc.)	
Name	
Address	
Postcode	
Email	
Home Telephone No.	
Mobile No.	

Systems Maintenance Care Plan continued

Boiler / Systems Details		Care Plan Requirements - tick one below	
Make		Gas, plumbing, electrics, drains £27.50 per month	
Model		Oil, plumbing, electrics, drains £31.50 per month	
Installation (Date)		LPG, plumbing, electrics, drains £27.50 per month	
Boiler Location		Plumbing, electrics & drains only £22.50 per month <small>(Includes : annual boiler service/gas check. and terms: 2.2, 2.2.1, 2.2.2, 2.2.3, 2.2.4, 3.1)</small>	
Number of Radiators		Gas Boiler only £20.50 per month <small>(Includes : breakdown and/or failure of your fired domestic gas or oil boiler. Annual boiler service/gas check. Excludes: Controls external to boiler, Central heating System, Plumbing & Electrics)</small>	
Last Serviced?		Oil Boiler only £25.50 per month <small>(Includes : breakdown and/or failure of your fired domestic gas or oil boiler. Annual boiler service/gas check. Excludes: Controls external to boiler, Central heating System, Plumbing & Electrics)</small>	
<p>Platinum extension for any plan above +£15.00 per month <small>(Taps, Toilets & Showers including blocked & leaking sinks, baths, shower waste and shower pumps. We will change cartridges in the first instance, if a replacement cartridge is not available, we will change the part if a like-for-like replacement part is available. If a new part is required we will assess the accessibility of the item to be replaced to effect a repair. Maximum individual item replacement is limited to £250inc. VAT. In circumstances where re-decoration or replacement of fittings (for example tiling) is required after a replacement has been fitted or a repair has been made, the cost of re-decoration and / or fittings will be the responsibility of the customer.)</small></p>			
Fuse Box Location			
Stop tap location		Total price £	
Is anyone within the household 65 or older?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Is anyone within the household 12 or under?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Is anyone within the household registered disabled?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
<p>Customer Declaration: I hereby apply for the above Maintenance Care Plan in accordance with the terms and conditions. I confirm that, to the best of my knowledge, the information I have given is correct and all appliances are in good working order.</p>			
Customer Name (Please Print).....		Signed.....	
Company (Please Print) If applicable.....		Signed.....	
Date.....			
Comments or Exclusions:			
How did you find out about this Care Plan? Referred by a friend <input type="checkbox"/> Facebook <input type="checkbox"/> Leaflet <input type="checkbox"/>			
Name/Contact detail of friend (for referral reward).....			
Please return your completed application to:			
Ambien Heating Specialists 8 Trentside, Morton, Gainsborough, Lincolnshire DN21 3AQ		CALL: 01427 810134 hello@ambienheating.co.uk www.ambienheating.co.uk	

