



**1st Gas**  
Servicing Ltd

## Boiler Cover

01604 670549

[info@1stgas.com](mailto:info@1stgas.com)

[www.1stgas.com](http://www.1stgas.com)

# About 1st Gas

We are a family run business that believe in excellent service backed up by years of experience. We have a reputation for high quality expert service and pride ourselves on building long term relationships with our clients as Customer Service is as important to us as it is to you.

1st Gas specialises in gas boiler and gas appliance servicing, repairs and installations.

We serve Northampton, Wellingborough, Kettering, Rushden, Bedford, Towcester, Milton Keynes and surrounding areas.



# Peace of mind with 1st Gas Boiler Cover

Homeowners tend not to think about the importance of their heating system until a problem occurs. Boiler repairs can be costly, between £150.00 for minor repairs and up to £1,000 for more severe problems such as replacing the heat exchanger.

## Reasons to take out Boiler Cover:

- Boilers can be expensive to repair
- An annual boiler service is included in your cover and can help to prevent break downs and keep your boiler working efficiently
- Boiler Cover provides you with peace of mind that if your boiler does break down an engineer will be round
- Boiler Cover customers are given priority when things go wrong
- As a local company we can often attend your break down more quickly than a larger company
- With Boiler Cover in place you will not incur any call out fees

Deciding whether to take out Boiler Cover may depend upon numerous factors. For many people Boiler Cover provides peace of mind in knowing that if something goes wrong they are able to call an engineer without worrying about the cost.



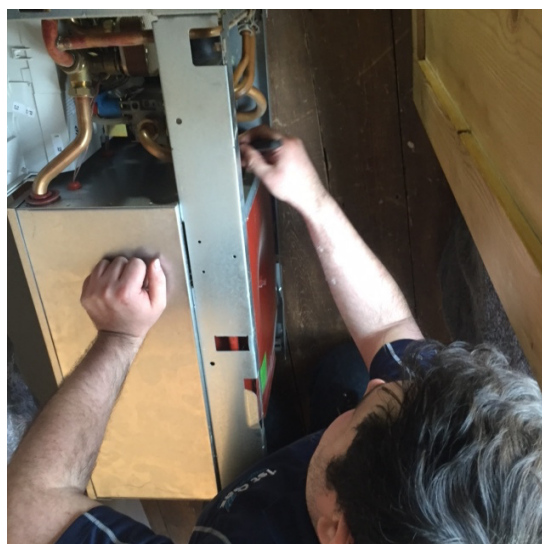


# Your cover plan process

We aim to make the process of taking out Boiler Cover as easy as possible.

- A service will be required before the Boiler Cover plan can commence
- We may find that work needs carrying out on your boiler or heating system before your Boiler Cover plan can begin
- Once in place, your Boiler Cover will be reviewed every 12 months
- A service is included with your cover and will be provided at the end of your contract
- Our office will send you a reminder when your annual boiler service is due. Services can be booked online, by phone or email

The reason we carry out a service is to provide our engineer with vital information to determine the health and condition of your boiler. If your boiler does not meet our minimum criteria we will report back to you on this and try to offer solutions to rectify this.



# Your Boiler Cover plan

## Peace of mind from only £18.00 per month

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- Annual boiler service
- Priority customer care
- Labour & parts
- Unlimited callouts
- No excess fee

## Tailoured cover

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Add your gas fire service to your Boiler Cover package

Warm air unit and back boiler cover is available

Landlord Boiler Cover plans, including CP12 Certificate also available



# Notes

Boiler Cover does not cover heating controls.

Our Boiler Cover plan is subject to a 12 month agreement, this is from the date of the first payment. Boiler Cover will be reviewed every 12 months, based on the age, availability of parts and condition of your boiler.

If your boiler requires work before we are able to offer you Boiler Cover and another company carries out the repairs on your boiler we would need to check the work, you may be charged for this survey.

For new agreements, the cover will start when payment has been accepted in to our bank and the contract signed and returned. This is usually within 14 days of the initial inspection. Any repairs required during this period are chargeable and not covered under the terms and conditions of any agreement.

After the 14 day cooling off period we will provide you with full Boiler Cover. If you are simply renewing your Boiler Cover, your Cover will continue uninterrupted.

We will provide you with an annual boiler service every year. We will remind you when your service is due and you will be able to book your service online, by emailing [laura@1stgas.com](mailto:laura@1stgas.com) or by calling 01604 670549.

Boiler Cover will provide you with priority service, we aim to be with you within 24 hours of you contacting us unless impossible due to circumstances beyond our control.

# Appointments

If for any reason you will not be available for an agreed appointment time you must contact us at the earliest opportunity to arrange an alternative appointment.

It is your responsibility to let us in to your property. If we cannot gain access to carry out the necessary work we will tell you and arrange another appointment. If after several attempts we still cannot gain access we may cancel your agreement. We also reserve the right to apply a charge if we cannot gain access by our third attempt.

For your annual service appointments you will be able to choose from morning or afternoon appointments.

We will endeavour to meet your choice of time unless it is impossible to do so due to circumstances beyond our control.

Breakdown calls will be treated with priority over boiler services. If we agree the breakdown is an emergency we will respond at all times as a priority between 8.30am and 5.00pm on weekdays and Saturdays between 9.00 and 12.00.

On occasions it may be necessary to order the parts required and make a return visit for the work to be completed. We cannot accept responsibility for unavailable parts from suppliers or manufacturers.

# Terms & Conditions

Missed payments will forfeit any cover and services.

Period of service contract 1) Where payment is annually in advance, the service contract is valid for one year from the date of notified acceptance of the contract and for each year it is renewed 2) Where payment is by monthly instalments, the service contract is an annual agreement and shall remain valid from year to year from the date of notified acceptance of the service contract and for each period it is renewed. If any due instalments remain unpaid the service contract will automatically terminate. For new agreements, the cover will start when the payment has been accepted in to our bank and the contract signed and returned. This is usually within 14 days of the initial inspection. Any repairs required during this period are chargeable and not covered under the terms and conditions of any agreement. After the 14 day cooling off period we will provide you with full Boiler Cover. If you are simply renewing your Boiler Cover, your Cover will be uninterrupted.

Change of ownership -If the ownership of the premises in which the appliance is covered by this service contract changes the new owner may have the benefits of the contract for the remainder of the period of which payment has been made. This applies to annually paid contracts only. Service contracts paid by monthly instalment can only be transferred by prior arrangements with 1st Gas Servicing Ltd.

Exclusions- Heating controls/ thermostats. Blockages of sludge and other waste matter from your system by flushing out your radiators or using a power flushing machine. Damage caused by freezing or other weather conditions including subsidence, structural changes, accidents, fire, lightning, explosion, floods, storms or corrosion. Changes or problems with gas, electricity or water supplies. Bank holiday call outs, continuous call outs for intermittent faults that are not apparent at time of engineers visit, adjustments to time and temperature controls, any defects on a central heating system or inadequacy attributable to the design of the central heating system/installation. Any defect or damage occurring from the failure of the public, electricity, any defect or damage caused to persons or property as a result of water damage, any defect or damage caused to or occurring as a result of third party interference or remedial work.



# Terms & Conditions

No pipes or ducts contained within the fabric of the building i.e. in floors or walls. Gas supply pipe-work from the meter to appliance isolation point, any damage caused by aggressive/hard water resulting in scale, shale and/or sludge, any secondary flue systems located in the fabric of the building, any defects or damage occurring as a result of freezing conditions, the cost of replacing system inhibitors shall be met by the customer if this is required. The cost of power flushing shall be met by the customer if this is required.

Contract Conditions-Any alterations/modifications to the system must be notified to 1st Gas Servicing Ltd prior to the commencement of works. The maximum sum covered including parts is £1,000.00 plus VAT in anyone year of cover. Payment and renewals- Payment for the service contract is made annually in advance or by monthly instalments to be paid as notified to 1st Gas Servicing Ltd by the customer. The renewal date of the service contract will be the yearly anniversary of the date the contract first commenced. Notification of the renewal charge will be sent in advance of the renewal date. The service contract shall remain valid for so long as no payments are outstanding pursuant to the conditions of this contract. 1st Gas Servicing Ltd reserves the right to refuse to offer renewal of any service contract. Cancellation-If you cancel your contract with us we will not normally give a refund, however, you are entitled to a refund if you cancel within fourteen days of commencement or renewal provided we have not carried out any work on any appliance or system covered. If we have carried out works we will charge you an amount that covers the cost of work carried out. If you are paying by monthly instalments any instalments still outstanding shall remain payable to expiry date. We will cancel your agreement if you have given false information or you do not make an agreed payment.

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