

## **Fireside Gas heating LTD Homeprotect Cover Terms and Conditions.**

### **1. Scope of Contract**

1.1 Fireside Gas Heating LTD will provide the level of cover described within the 'Plan Summary' below. An initial inspection of the boiler and or heating and plumbing system will be required before any of the service plans can commence. If an initial service of the appliance is required upfront, then this will be chargeable if setting up a monthly service plan, if paying the annual charge then a service upfront will be included in the annual charge.

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

1.3 This plan is intended for domestic boilers and residential properties only.

### **2. Plan Summary**

#### **2.1 Bronze (single gas appliance cover)**

##### **What the Services include**

The Services provided under this Agreement include the maintenance and repair of the Customer's domestic gas central heating boiler at the Property.

One Initial Inspection comprising a site visit to the Property to inspect the appliance.

One annual service of the gas boiler

Unlimited call outs throughout the year.

All parts and Labour on any repairs to the boiler.

##### **What is not included**

Repairs to the heating system, radiators, pumps, valves or heating controls

Replacement of boilers 7 years old or older

Repairs to any boilers where spare parts are not readily available

#### **2.2 Silver (central heating system and controls)**

##### **What the Services include**

The Services provided under this Agreement include the maintenance and repair of the Customer's domestic gas central heating boiler, central heating controls, and the complete heating system, to include, pipe work, radiators, pumps and valves connected to the heating system.

One Initial Inspection comprising a site visit to the Property to inspect the appliance and system.

One annual service of the gas boiler and heating system

Unlimited callouts throughout the year

All parts and labour on any repairs to the boiler and heating system

##### **What is not included**

Repairs to the Hot water Storage cylinder, coldwater feed tanks, plumbing system

Buried pipe work, or any part of the system not readily accessible

Replacement of boilers 7 years old or older  
Repairs to any boilers where spare parts are not readily available

### **2.3 Gold (Boiler, controls, heating system and internal Plumbing and Waste)**

#### **What the Services include**

The Services provided under this Agreement include all the inclusions in the Silver plan, as well as the maintenance and repair of the domestic plumbing system at the Property  
One Initial Inspection comprising a site visit to the Property to inspect the System  
One annual inspection of the gas boiler and heating system  
Unlimited callouts throughout the year  
All parts and labour on any repairs to the boiler, heating and plumbing system, and internal waste pipes, including repair of the hot water cylinder and feed tank

#### **What is not included**

Repairs to exterior drains or guttering systems  
Replacement of the hot water cylinder if 7 years old or older  
Buried pipe work, or any part of the system not readily accessible  
Replacement of boilers 7 years old or older  
Repairs to boilers where spare parts are not readily available

### **3. General Exclusions for all policies above**

- Pre-existing, system design or installation faults
- Underfloor heating and controls
- Damage caused by weather or freezing
- Repair or replacement of the boiler should the engineer determine that it is beyond economical repair or if new manufacturer approved spare parts are not available for boilers 7 years old or over
- Damage caused by sludge, scale or other debris in the central heating system or boiler
- Damage arising as a result of disconnection from, re-connection to or interruption of the gas, electricity or water mains services to your home
- Boilers over 45kW or deemed commercial boilers by their manufacturers
- Steel or iron pipes linked to the central heating system