AT BOILER CARE
TRUSTED BY OUR CUSTOMERS

Care Plan
Terms & Conditions

Welcome to AT Boiler Care

1. Introduction:

1.1 Welcome to AT Boiler Care

We're glad to have you on board. This Service Agreement sets the foundation for a great partnership between:

- **You**, our valued customer, who will benefit from the features and support included in this agreement.
- **Us**, AT Boiler Care (a trading name of AT Boiler Company Ltd, Company No. 11125875), a company you can rely on.

Thank you for choosing us, we're dedicated to delivering a smooth, reliable, and positive experience.

This document outlines the terms of your Service Agreement with AT Boiler Company Ltd. Please note that any services provided outside your chosen cover plan, may involve additional charges and are carried out at our sole discretion.

This agreement is not an insurance policy.

2. Definitions:

2.1. Accidental Damage

Any damage or breakdown caused by actions, intentional or not, including misuse. This can include (but is not limited to) improper use, failure to follow manufacturer instructions, or interference with the system by third parties, such as DIY work or building activities.

2.2. Ad-Hoc Repair

If a maintenance request or diagnosis reveals an issue outside of the scope of your plan, we may offer an **Ad-Hoc Repair**. This allows you to, have work carried out by AT Boiler Company, or our approved contractors, even if the issue isn't covered by your agreement. Pricing will be confirmed at the time of service.

2.3. Annual Boiler Service

Your annual boiler inspection follows the manufacturer's guidelines to ensure safe operation and efficiency, including:

- Visual check of the boiler
- Removal of the burner and cleaning (if required)
- Replacement gaskets and seals (if required)
- System water check and inhibitor added (if required)
- Flue gas analysis & efficiency test
- Boiler cover inspection (if needed)
- System pressure check and adjustment including expansion vessel
- Cleaning of the condensate trap (if required)
- Safety check of boiler firing, shut-down, and ventilation
- Email confirmation once your service is completed

2.4. Breakdown

A breakdown is a sudden and unexpected event, as assessed by AT Boiler Company Ltd, where part or all of a system stops functioning as intended.

2.5. Emergency

An emergency is an unexpected event that, if not addressed quickly, could:

- Make the property unsafe or insecure
- Cause or worsen property damage
- Pose a personal safety risk
- Create health and safety concerns for others

2.6. Gaining Access

Any parts and/or labour required to access a system for repairs, excluding the actual repair. This includes activities such as scaffolding, ladder use, ceiling cuts, floorboard removal, or dismantling parts of a system unrelated to the repair. Costs for gaining access will be charged separately.

2.7. Intermittent Fault

Issues that occur sporadically, like recurring pressure loss that can't be fixed by resetting the boiler. If the problem is deemed intermittent by our engineer, any future occurrences will not be covered under your plan, but out-of-plan charges may apply.

2.8. Issue Category

This refers to how we classify different types of maintenance issues. Your plan's included issue categories will depend on the plan and add-ons you've selected. You can find these details in your welcome email and/or monthly invoices. See section 4 for more details.

2.9. Schedule of Cover

The specific parts, systems, or issues covered under each Issue Category.

2.10. Maintenance Request(s)

A request for maintenance or repairs submitted through your online portal, online booking, via phone.

2.11. Making Good

Any work required to repair or restore areas affected by gaining access for a repair. This can include reassembling cupboards, plastering, replacing panels, and other tasks related to fixing damage caused during the repair process.

2.12. Misuse

Using an appliance or system in ways that go against the manufacturer's recommendations or intended function. Examples include improper disposal of items (like wet wipes or food in drains) or over-pressurizing the boiler.

2.13. Pre-existing Faults

Any issues that existed before your plan activation date, your home move-in date, or the date you amended your plan to add more items.

2.14. Reoccurring Issues

Any problem that occurs three or more times within a 12-month contract period.

2.15. Repair(s)

The restoration of a system or part to its intended function after a breakdown. Replacement parts will be standard and genuine but may not be like-for-like.

2.16. Service Agreement

The agreement for the ongoing maintenance and service of your systems as outlined in these terms. Services are provided at our sole discretion, regardless of whether a breakdown occurs.

2.17. Strip Down Service

This involves completely dismantling, deep-cleaning, and reassembling your boiler. Due to its invasive nature, this service is usually only necessary if there's a problem with the internal parts or readings. It's not typically required as part of regular annual service.

2.18. System

The components that make up the systems in your property, such as heating, plumbing, electric, and drainage systems.

2.19. System Design Faults

A breakdown that occurs due to poor or incorrect installation or design of a system. Examples include faulty pipework prone to blockages or appliances installed incorrectly.

2.20. Upgrades

Changes or enhancements made to improve the system beyond its original design or to meet current standards.

2.21. Your Plan

Your agreement with AT Boiler Company Ltd to complete service and maintenance in line with these terms and conditions.

2.22. Your Property

Refers to the internal areas of your home, excluding shared, outdoor, or outbuilding spaces.

3. Care Plans Benefits

3.1. Boiler Service

All care plans include a comprehensive boiler service. The Boiler service will generally be carried out annually but during the warmer months between April and September. If your service is due outside these months we may request to move your service to fall within these specified months.

We will send you a request to book in your annual service via email and text message. It is ultimately your responsibility to book your annual service using our online booking system. A link to book an appointment will be provided within the text message or email. Alternatively, you can book via phone by calling 01302 816002.

The Service will be carried out in accordance with the manufacturer's instructions. Service levels may vary year upon year.

If your boiler has not been serviced for a long period of time, we may be unable to provide you with cover until the service has been carried out and any advised remedial work has been undertaken. Please be advised this additional remedial work may incur extra cost and fall outside your chosen care plan.

We may require you to provide proof of any annual servicing work carried out. Please make sure you retain any past or future documentation. This will always be provided by AT Boiler Company Ltd upon completion of your service. We will also retain copies of any servicing work carried out. The Manufacturers Manual usually has a service logbook within, and can be filled out by us during the service if requested.

3.2. Assistance with Manufacturers Guarantees/Warranties

If your appliance, or fittings we are covering, still fall under a manufactures warranty, we will assist you in making a claim under the guarantee or warranty. It is your responsibility to ensure the subject item has been correctly registered for the guarantee/warranty, and all documentation is readily available. It is also your responsibility to ensure all the, terms and conditions of the guarantees/warranties have been adhered to.

If the Manufactures guarantee/warranty is parts only supply we may offer to fit this at our discretion, assuming the subjected item falls within the scope of your chosen care plan.

3.3. Carbon monoxide alarms

We will offer you a free fitting service and annual checks (during your annual boiler service) if you wish to purchase one of our chosen CO Alarms (carbon monoxide alarms). Many existing CO alarms are fitted incorrectly and may also be past the sensor's life span.

If you wish to purchase one of our chosen alarms, we will guarantee this for the life of your policy with us. Carrying out annual checks and replacing the alarm free of charge if found to be faulty or beyond the sensor's life span.

3.4. Assistance

If you require technical assistance on any item which falls within your policy e.g. repressurising your boiler or setting up a thermostat. One of our engineers will do their utmost to help you with this. Please contact us via our online contact form or via phone to request a call back from one of our engineers.

4. Items of Cover

These are individual items that make up the cover provided within your chosen AT Boiler care plans. Please refer to your schedule of cover to see which individual items make up your specific cover.

4.1. Boiler (B) (S) (P)

We define your boiler as an appliance that is fuelled by mains gas or LPG (Liquid Petroleum Gas). The Boiler should only be used within your dwelling to provide space heating or hot water for sanitary purposes, or a combination of both.

4.1.1. Boiler Service

What we include in a boiler service:

- Visual boiler check.
- Flue gas analysis & efficiency test.
- Removing the boiler cover and inspecting it.
- Removing the burner and cleaning if instructed by manufactures instructions.
- Replacing seals and gaskets if required.
- Checking and adjusting system and expansion vessel pressure, if needed.
- Cleaning the condensate trap, if necessary.
- Checking the boiler is firing up and shutting down safely.
- Checking ventilation & flue in accordance with current Gas Safety Regulations.
- Cleaning the boiler's filter (if requested).
- System water quality checks.
- Inhibitor added and maintained if needed.
- Confirmation of service completion.

4.1.2. Boiler Breakdown what we will cover:

- Electrical Part within the casing of your boiler.
- Seals and gaskets within the casing of your boiler.
- Water carrying parts within the casing of your boiler.
- Mechanical working parts within the casing of your boiler.
- Expansion vessel within the casing of your boiler.
- The Valves that are provided by the manufacturer to isolate your boiler from your heating system, hot and cold water, and gas.
- Controls and knobs fitted to your boiler at the time of manufacture.
- Flue system within 1m of your boiler.
- Internal and External filling loops.

4.1.3. Boiler Breakdown what we won't cover:

- Problems not reported within 24 hours of noticing them.
- Pre-existing problems or problems arising within the first 14 days.
- Problems caused by others working on your property.
- Problems in properties that have been unoccupied for 30 days or more.
- Accidental damage or anything beyond regular wear and tear.
- Systems or parts under a manufacturer warranty.
- Damage covered by insurance.
- Damage that was caused by your boiler
- Intermittent faults not occurring during our engineer's visit.
- Faults caused by gas, water, or electric supply problems.
- Devices or systems not serviced, installed and used as per the manufacturer's instructions or industry best practices.
- Frozen pipes or issues from freezing weather.
- System upgrades or enhancements.
- Systems not used solely for home purposes.
- Boilers deemed beyond economical repair.

Service included in: (B) Boiler Plan (S) Standard Plan (P) Premium Plan

- Flues that are fitted to open flued appliances.
- Flues that have a square terminal.
- Flues that terminate more than 5m from the ground.
- Flue terminal guards.
- Any item that falls within our general exclusions.

4.1.4. Boilers Beyond Economical Repair

We define your boiler BER (Beyond Economical Repair) for any of the following reasons:

- The manufacturer or one of our qualified gas safe registered engineers states it's too damaged, old, or uneconomical to fix.
- Required parts are unavailable from the manufacturer or major UK suppliers.
- Required parts are now discontinued.
- The boiler must be removed from the wall for repairs to be carried out.
- The boiler hasn't been installed/maintained as per manufacturer's instructions.
- The boiler is over 10 years old and requires multiple parts for proper functioning.

If we deem your boiler beyond economical repair (BER) and it is less than 5 years old we may choose to replace it. If your boiler is between 5-10 years old, we may offer a £500 discount on the replacement of a new boiler fitted by us, subject to availability.

4.1.5. Boilers Beyond Economical Repair Replacements

A boiler replacement will only be considered if the following conditions are met:

- You provide the installation commissioning checklist and full service history, demonstrating that the boiler was installed by a Gas Safe engineer and serviced annually in line with the manufacturer's guidelines.
- You have been a customer for a minimum of 45 days.
- The replacement boiler must be supplied and installed by us.
- The existing boiler has been correctly sized for the installation it has been fitted in.
- The replacement will be suitable for your property, but we do not guarantee a direct "like for like" replacement.
- We are not responsible for the costs of any upgrades or work required to meet current regulations.
- All previous payments have been made on time, and your account is not in arrears.
- The faults identified with your boiler are not among those excluded under this agreement.

If your boiler is deemed BER and you do not qualify for a replacement, you may cancel this agreement without incurring a termination fee.

4.2 Central Heating S P

We define your central heating as the system that provides your property with internal space heating. Under this definition we also include a standard open vented cylinder, providing it is connected to the heating system. A full list of inclusions and exclusions can be found below.

4.2.1. Central Heating

What we will cover:

- Replace a standard radiator up to 1600mm in height or length.
- Repair any size leaking radiator that can be repaired and does not need replacing.
- Standard radiator valves not working or leaking.
- Circulating pumps used by your central heating system.
- Repair or replace leaking pipe and fittings connected to your central heating.
- Repair or replace non-essential valves leaking.
- Repair to standard vented cylinder leaking or faulty.
- Immersion Heaters fitted to standard vented cylinders.
- Replace leaking like for like decorative radiator supplied by you.

4.2.2. Central Heating

What we will not cover:

- Any standard radiator over 1600mm in height and length.
- Any standard radiator which has more than 2 panels.
- Any non-standard or decorative/towel radiator.
- Repair or replace an electrical heating element fitted to a radiator.
- Repair or replace decorative style radiators valves.
- Repair or replace a smart Thermostatic radiator valve that is internet enabled.
- Central heating systems with more than 16 radiators.
- Any part of underfloor heating systems.
- Breakdowns caused by sludge.
- Blockages caused by sludge, dirt, or debris.
- Balancing of a system.
- Routine bleeding or venting of radiators
- Removing airlocks on a poorly designed system.
- Any item not necessarily needed for your central heating system to work as it should.
- Any item which falls within our general exclusions.

4.3. Controls S P

We define your controls as devices or systems that regulate the operation of a heating system to maintain desired time and temperatures efficiently and comfortably. They help manage when and where heating is delivered in your property, helping save energy and reduce heating costs. A full list of inclusions and exclusions can be found below.

4.3.1. Controls

What we will cover:

- Repair or replace faulty Time Clocks that provide timings for your heating and hot water.
- Repair or replace Thermostats that provide temperature control for your heating.
- Repair or Replace Cylinder Thermostats that provides temperature control for your hot water.
- Repair or Replace Frost Thermostats that protect your system against freezing
- Repair or replace Motorised Valves that zone your heating and hot water

4.3.2. Controls

What we will not cover:

- Time and temperature controls used for underfloor heating systems.
- Motorised Valves used to zone underfloor heating systems.
- Thermostats that are internet enabled.
- Timers that are internet enabled.
- Thermostatic radiator valve that are internet enabled.

4.4. Plumbing P

We define your plumbing as the pipework and fitting that deliver hot and cold water from your internal stop tap, to your taps and sanitaryware. We also include cold water storage tanks that supply hot and cold water, Toilet cisterns, fill and flush mechanisms, and overflow and wastes connected to Baths, Basins, and Sinks. A full list of inclusions and exclusions can be found below.

4.4.1. Plumbing

What we will cover:

- Repair or replace leaking pipe and fittings connected to your plumbing system.
- Repair or replace essential valves leaking.
- Repair or replace a faulty or leaking Internal

Stop tap.
- Repair or replace a faulty or leaking garden tap.
- Repair or replace leaking CWS tanks (Cold water storage tanks).
- Repair or replace leaking F&E tanks (Feed and Expansion tanks).
- Repair or replace faulty float valves on CWS or F&E tanks.
- Repair dripping or leaking tap, if parts are standard van stock.
- Repair dripping or leaking tap, if part is supplied by a customer.
- Repair a faulty shower, if part is supplied by a customer.
- Replace a faulty shower, if a like for like replacement is supplied by a customer.
- Replace a faulty tap, if tap is supplied by a customer.
- Repair standard wastes and overflows fitted to baths, basins and sinks.
- Repair a toilet which isn't flushing correctly.
- Repair a toilet which is continuously running via an overflow or integrally.

4.4.2. Plumbing

What we will not cover:

- Any external pipework.
- Any shower pumps.
- Any electrically operated shower.
- Any pumps used to increase pressure or flow.
- Any Accumulators used to increase pressure.
- Any flexible pipes connecting washing machines or dishwashers.
- Replace or repair any built-in tap or shower.
- Replace a non-standard plug, waste or overflow.
- Any damaged or faulty Sanitaryware item such as Baths, Basins, Toilet, or Bidet.
- Any damaged or faulty sink.
- Any Douche valve.
- Any electrically operated toilet.
- Any toilet seat.
- Any grey water system.
- Replace or repair any built in toilet cistern.
- Any Sink waste disposal unit.
- Replace or repair any part of an all-in-one shower cubical.

4.5. Drainage P

We define your drainage as internal and external pipework and traps that take waste water products away from your home. A full list of inclusions and exclusions can be found below.

4.5.1. Drainage

What we will cover:

- Clear Internal and external pipework blockages.
- Clear blockages to toilets.
- Clear blockages to baths, basins, showers and sinks.
- Repair leaking pipework, pan connectors and traps.

4.5.2. Drainage

What we will not cover:

- Repairs to externally collapsed drains .
- Repairs or blockages caused by roots.
- Any shared drains.
- Any access manhole or cover.
- Any rainwater/surfacewater system including guttering, downpipes and harvesting systems.
- Any drainage pumps including macerators and sump pumps.
- Any cesspits.
- Any blockages caused by improper use and disposing unsuitable items.
- Any blockages or leaks caused by poorly installed pipework.
- Any blockages caused by pipework with insufficient fall.
- Cleaning or descaling your drains.

4.6. Electrics P

We define your electrics as your consumer unit that supplies electricity through cables to sockets, switchers and other isolators. A full list of inclusions and exclusions can be found below.

4.6.1. Electrics

What we will cover:

- Repairs or replacements of faulty circuit breakers.
- Repairs or replacements of standard faulty sockets, switches and isolators.
- Repairs or replacements of standard faulty light fittings.
- Replace faulty nonstandard socket, switches and isolators supplied by customer.
- Replace faulty nonstandard light fittings supplied by customers.
- Replace or repair standard extractor fans up to 150mm diameter outlet.
- Replace faulty nonstandard extractor fan supplied by customer.
- Repair or replace faulty hard wired smoke and carbon monoxide detector.

4.6.2. Electrics

What we will not cover:

- Any Repair that would result in an electrical safety risk or contravenes the current electrical wiring regulations.
- Any resetting of circuit breakers or fuses, which could be re-set by you.
- Any household appliances including kitchen appliances, heaters and entertainment systems.
- Any power generation systems including PV Solar systems and associated components, such as inverters or batteries.
- Any smart home controls systems including thermostats, smart lighting, door bells, and cameras.
- Any security systems including burglar alarms, and CCTV systems.
- Any electric Vehicle (EV) charging systems.
- Any Wiring encased in rubber or lead.
- Any update to the properties wiring or circuits, unless necessary to make a repair.
- Any like for like replacements of lights, switches and sockets (our standard parts will be used unless a replacement is provided by you during our visit).
- Any replacement of lamps, bulbs, tubes or fuses that can be carried out by you.
- Any adjustments to the times and dates of, any timers or temperature controllers.

5. Managing your AT Boiler Care Plan

5.1. Requesting a Repair

You must request a repair within 24 hours of noticing an issue occurring. To book a repair you can do so by:

- By logging on to your online portal and using the online booking system.
- By scanning the QR code sent to you in your welcome pack, or visiting and then using our online booking system at: atboilers.co.uk/care-plan-links/
- By calling us on: 01302 816002 (our phone line is open Mon-Fri 08:00-17:00, Sat 09:00-15:00, Sun closed).

5.2. Revisits

It may not be possible to complete a repair within one visit. When a repair can't be made during one visit or more time is needed to carry out the repair, we will arrange a revisit at a suitable and convenient time and day, once all parts needed are received by us from our suppliers.

5.3. Recalls

All our repairs come with a 30-day guarantee, starting from the date the repair has been completed.

In the unlikely event you have a reoccurring issue with fault you originally reported. We will revisit your property to determine if this is related to the original report. If we do determine the fault to be reoccurring or related, we will attempt to carry out the repair again, under the same job report. If we determine the fault to be unrelated, a new job report will be created and any relative fees will apply.

Any issues reoccurring after 30-days will be treated as a new job, and any relevant fees will be incurred.

5.4. Loss and Damages

5.4.1.

We will not be liable for any losses or damages to your home that may occur during a repair being carried out (unless deemed to be caused by our negligence). Any damage we cause creating access, to carry out a repair, will be down to you to repair.

5.4.2.

We will not be liable for any losses or damages to your home that may occur, caused by a faulty boiler, leak or blockage that may cause damage to any of your home's electrical equipment, fixtures and fittings, or furniture.

5.4.3.

Where we agree losses and damages have occurred due to negligence. We will attempt to work with you and mutually agree an offer of resolution. If we can't agree on a resolution, we may request you make a claim with our, or sub-contractors public liability insurance. The insurance details will be provided to you upon request.

5.5. Subscription Term

Your subscription will be a term of 12 months starting from the date the subscription was taken out. The subscription start date can be found within your online portal. Your subscription will run until cancelled or terminated in accordance with this agreement.

5.6. Renewals

We will notify you by email at least 28 days before the anniversary of your subscription's renewal date and notify you of any changes that may occur. During this notice period you have the opportunity to notify us, if you wish to cancel or make changes to your subscription. Otherwise your subscription will continue to run within accordance to the current terms and conditions set out in this agreement.

5.7. Cancellation Policy

5.7.1. Cancelling within 14 days

You may cancel your service agreement with us within the first 14 days of subscribing to us or within the first 14 days of your annual subscription, without incurring any further costs or fees. Providing a service request or repair hasn't been carried out. If a service request or repair has been requested and carried out, this is deemed as you wavering your rights to cancel within this period.

5.7.2 Cancelling after 14 days

If you wish to cancel your subscription after the first 14 days of subscription, renewal, or after any service/repair has been carried out. You must pay a cancellation fee, which will be equal to the remainder of your annual subscription fee.

5.7.3 Cancelling Direct Debit

Cancelling your direct debit does not cancel your subscription with AT Boiler Company Ltd. Please follow the correct cancellation process, set out in this agreement.

5.7.4 Passing of the subscription holder

In such a sad circumstance. We will aim to make this process as easy as possible. Please contact us by phoning 01302 816002 or by emailing careplan@atboilers.co.uk. Two options will be available to you:

- If you wish to continue the subscription for the care plan being provided, we may offer you this option and make you the new subscription holder, continuing with the current subscription in place.
- If you wish to cancel the current subscription on behalf of the deceased, we will only need the Subscription holder's name, and a copy of the death certificate.

5.7.5. Our Cancellation Rights

We may choose to cancel your service agreement subscription if; you provided us with false information, miss a payment, we no longer provide a service within your post code area, we are required to by an applicable law or regulation to cancel, or at our discretion.

In these circumstances no refund will be provided.

5.8. Complaints

We are committed to delivering the highest standard of service. However, we recognise that there may be times when we do not meet your expectations.

If you wish to raise a complaint, please make a complaint online at: atboilers.co.uk/complaints/ or by phone, calling: 01302 816002.

We will acknowledge your complaint within 24 business hours and aim to provide a full response within 30 business days, although we will always try to respond sooner. Should we be unable to meet these time frames, we will keep you informed.

Please note that this is a **service agreement**, not an insurance policy. Any benefits provided under this agreement are at our sole discretion. To clarify, this service contract is not regulated by the Financial Conduct Authority (FCA).

5.8. Moving Home

If you're moving home, please let us know once you have your confirmed move-in date so we can arrange to transfer your subscription to your new address.

To complete the transfer, we'll need the following details:

- Your new address
- The make, model, and age of the boiler at your new property

Please be aware that a 14-day exclusion period will apply from the date your plan is transferred, during which claims cannot be made.

If you choose not to continue your cover at the new property and wish to cancel your plan, termination fees will apply. If we are unable to provide our service at your new address no termination fee will be charged.

5.9. Amendments to your Care Plan

We understand that your needs may change over time. If you'd like to make adjustments to your plan during your subscription terms, whether by adding or removing specific items, or switching to a different plan, the following conditions will apply:

5.9.1. Adding Cover

If you choose to upgrade your plan during your contract term (for example, moving from a "Boiler Plan" to a "Premium Plan"), a 14-day exclusion period will apply to any newly added components that were not previously covered.

This exclusion period begins from the date the changes take effect. For this reason, we recommend making any changes immediately, so the exclusion period starts right away. This helps minimise the risk of chargeable repairs should a breakdown occur during that time.

5.9.2. Removing Cover

You may only remove items from your plan or downgrade to a lower-tier plan (provided no claims have been made) after you have been a customer for at least 6 months, as indicated by six months of paid subscription fees.

If you have already made a claim on a specific component of your plan, meaning an issue was reported and attended to, we will not be able to remove that component until your plan is due for renewal.

5.10. Access for Appointments

5.10.1.

We will require an appropriate adult aged 18 or over to be present at the appointment, before we are able to enter your property. The adult present should have some knowledge of the fault reported, or able to contact the homeowner at the request of our engineer. If an adult isn't present or the adult present isn't able to provide required information of the fault. A rebooking will be needed, which will incur an additional call out fee at our current hourly rate.

5.10.2

We will try our utmost to arrive at your appointment on time, but due to the nature of our work and factors beyond our control, this may not be possible. We therefore ask you to make yourself available 1 hour before your appointment time and 2 hours after your appointment time. If we arrive within this time period and no access is available, we may need to reschedule your appointment, which will also incur an additional call out fee at our current hourly rate. If we arrive outside this time period and wish to reschedule, no additional fees will be applicable.

5.11. Rescheduling Appointments

5.11.1 If WE need to reschedule, cancel, or delay an appointment.

We appreciate that rescheduled appointments can be inconvenient and strive to adhere to our agreed time slots. However, due to the nature of our business, there may be occasions when appointments need to be rescheduled at short notice because of unforeseen circumstances.

Please keep this in mind when booking your appointment, as we cannot accept liability for any losses resulting from delayed, cancelled, or rearranged appointments. If a rescheduling does occur, we will make every effort to contact you promptly to inform you of the change.

5.11.2 If YOU need to reschedule, cancel, or delay an appointment.

If you need to reschedule an engineer visit, please give us at least 24 hours' notice by calling 01302 816002 or by amending your online booking. Please note if you fail to notify us within 24 hours, we may apply a rescheduling fee at our discretion.

5.12. Parking

We will require parking for at least 1 vehicle during your visit. If there is likely to be any parking issues, we ask you to notify us prior to your appointment. If your street is subject to resident only parking, we also ask you to provide us with a residents pass if available. Any parking cost we incur will be passed to you, and billed during your next direct debit payment.

5.13. Mitigating Damages

In the event of an emergency or breakdown, it's important to take immediate action to help prevent further damage, such as isolating a leak or turning off the water supply at the source.

Please be aware that we cannot accept responsibility for any damage that occurs because of failing to take reasonable steps to limit further harm or damage.

5.14. Exclusion Period

To keep our prices competitive and reduce the risk of maintenance requests related to pre-existing faults, all our subscription plans include a 14-day initial exclusion period for new maintenance claims.

This means your coverage begins on the 15th day of your subscription, with day one being your Subscription Activation Date. Any issues that occur before your plan starts or during the exclusion period will be considered pre-existing and will not be covered.

5.15. Guarantees

All work is covered by a 30-day guarantee. If a previously repaired issue reoccurs within this period and you've already paid a call-out fee, you won't be charged again, provided the issue is the same.

5.16. Law

The Service Agreements we offer are governed by the law of England and Wales.

5.17. Ad-Hoc Repair Service

If you report an issue that isn't covered by your plan, don't worry, we're still here to help. Subject to availability, either us or one of our sub-contractors may be able to help. We can offer support through our ad-hoc repair services.

We offer competitive hourly rates, which our technical team will confirm based on the nature of the issue.

With access to our engineers or sub-contractors, you'll receive a 30-day guarantee on any repair work carried out, giving you peace of mind and assurance of high-quality service.

6. Payments

Payment methods required may differ.

6.1. Subscription Fee

Your Subscription fee is the annual fee payable for your chosen care plan. The fee will be clearly stated on your welcome email and is also viewable on your online portal. The fee is subject to these terms and conditions.

When setting up your chosen care plan, you will be asked to set up a direct debit. This will enable us to collect your monthly subscription fee. The direct debit payment will be collected by our direct debit provider, Go Cardless.

Your first direct debit payment will be requested on activation of your chosen care plan, and will usually take 3-5 days to process.

6.2. Payment for all other Fees

Should you incur any other fees for example a missed appointment fee or a Ad-Hoc repair fee. This will be collected through direct debit, unless you inform us, you wish to pay this fee via one of our other payment methods.

6.3. Payment Methods

Our preferred payment method is via a direct debit payment method. Only a direct debit payment method will be accepted for care plan subscriptions. For all other fees and bills we will accept the following payment methods:

- Cash will be accepted upon completion of work and taken before our engineer leaves the visit.
- Card Payment will be accepted in person and upon completion of work. The payment will be taken by our engineer before leaving the visit.
- Bank Transfer will be accepted upon completion of work. The payment should be made within 24 hours of completion of work. If the payment hasn't been made, we will send a direct debit payment request. Failure to accept this request will incur late payment fees.

6.4. Failed Payments and Late Payments

Failure to make payments due on your account will result in the following:

- Automated emails will be sent requesting the outstanding amount is paid. We may also contact you by phone to find out why payments have been missed.
- If you are struggling to make any of your up and coming payments due, we encourage you to contact us by phone or email, to discuss this with us.
- Should no progress be made, your contact details will be passed to a debt collection agency, to collect any monies on our behalf.
- In circumstances where payment is late or failed to be paid, we will inform you, your subscription has been cancelled. Any full remaining balances will be requested immediately and will also incur a daily late interest rate of 8% above the base rate set by the Bank of England.

6.5. Refunds

If we agree to make a refund of any monies paid, please allow up to 14 working days for your refund to be processed. The refund will be made via the same method as the payment was made.

6.6. Price Increases

The Price of your policy will be reviewed each year and may be subject to a price increase. Price increase will take effect each year on the 1st of April each year. The price increase will be within 5% of the yearly rate of inflation as per the MPC (The Bank of England's Monetary Policy Committee). This means subscription fees are subject to change during the term of your subscription.

7. General Exclusions

Please be aware that none of our care plans cover any of the following:

7.1. Any issues that arise where the source of the issue or affected area is not easily or visibly accessible. We recommend contacting your house and buildings insurance, who may locate the source and provide adequate access for the issue to be resolved within your insurance policy (this is known as Trace & Access). You may contact us once the affected area has been exposed and we will attend to resolve the issue, in accordance with these terms and conditions.

If you do not have Trace & Access cover through your home insurer, or would rather not claim through them, we may be able to create access on your behalf for a fee at our current hourly rates..

Any risks normally insured under household, buildings or other insurance, including the repairing of faults, damage and/or replacement of Appliances and Systems caused by freezing weather conditions, subsidence, structural repairs, escape of water, accident, fire, lightning, explosion, flood or storm.

7.2. You should check your household or building insurance to make sure you have enough cover for these risks.

7.3. Issues arising from gradual deterioration and/or wear and tear.

7.4. Frozen pipes.

7.5. Any issues otherwise covered by a manufacturer's warranty or guarantee.

In these circumstances, we are able to manage the claim with the manufacturer on your behalf but will not be able to interfere with the repair until the manufacturer has attended and advised that the issue has been resolved or that the issue is no longer within the remit of their responsibility.

7.6. Any benefits of this Service Agreement that are also covered under another Service Agreement or Insurance Policy.

7.7. Recommended Maintenance works – when completing repairs at your property, our engineer might identify recommended maintenance works (such as a power flush or system Upgrade) to prevent future issues from arising.

In this scenario, we will aim to provide you with a quotation for said works, but it is your responsibility to have them completed (either by ourselves or a third party) in order to validate your cover moving forwards.

7.8. Individual repairs are limited to £300 in the first 3- months of your contract.

7.9. Sealant, seals and grouting, which generally fill gaps between tiles and sanitary ware.

7.10. Misuse.

7.11. Genuine parts that are not readily available in mainstream, mainland UK suppliers.

7.12. Works required to upgrade your system to meet current industry standards.

7.13. Gaining Access.

7.14. Making Good.

7.15. Issues caused by scale, sludge or corrosion – this is because sludge, scale and corrosion build up happens over a long period of time, longer than the duration of one of our 12-month agreements, and can be prevented with the correct water treatment and devices to reduce the rate and impact of this build up.

7.16. Repairs where parts are no longer available or obsolete – this is because genuine manufacturer approved parts are not physically available.

7.17. Damage or breakdowns caused by changes to or problems with the gas, electricity or water services.

7.18. Beginning or continuing services where there is a health and safety risk, including the presence of dangerous materials, infestations, or harassment of our staff (including verbal or physical abuse).

We will not start work again until there is no longer a risk to health and safety.

7.19. Accidental Damage.

7.20. Pre-existing faults.

7.21. System design faults.

7.22. Intermittent Faults. The reason we do not cover for intermittent faults within our agreements is that by definition, they cannot be replicated when our engineer is on site and therefore no conclusive diagnosis can be made.

7.23. Reoccurring Issues. This would indicate that there is an underlying issue which would need to be dealt with before our cover can continue.

7.24. Issues not reported within 24-hours of them being noticed. This is to ensure we can address the issue as soon as possible, before they escalate or cause further damage.

7.25. Repeat requests where you have failed to follow our Engineers recommendations or guidance.

7.26. Issues which do not relate to the normal functioning of the System, for example bad smells or noises.

7.27. Reimbursement for any repairs paid for privately, without prior confirmation from AT Boiler Company Ltd, that we authorise this. If we agree to this, our liability will be limited to £50 per hour for labour, and based on what we think is an acceptable amount of time to complete the required work.

7.28. Cash alternatives instead of a Repair.

7.29. Issues caused by pests, animals or foreign objects.

7.30. The cost of parking, if appropriate free parking is not provided.

7.31. Issues caused by water damage, including rain and flooding.

7.32. Damage or issues that may arise to your boiler, appliance or system following works carried out by anyone else but AT Boiler Company Ltd.

7.33. Unoccupied Property. We are unable to provide cover if your home has been unoccupied for more than 30 consecutive days.

AT BOILER COMPANY
PLUMBING AND HEATING CONTRACTORS

Useful links
Visit QR code or
atboilers.co.uk/care-plan-links/

Contact Us
01302 816002
careplan@atboilers.co.uk