

Allied Trade

PLUMBING & HEATING LTD



Annual Boiler Service Contract Terms & Conditions

These Terms & Conditions apply to all annual boiler service agreements provided by Allied Trade Plumbing & Heating Ltd ("the Company").

1. CONTRACT OPTIONS & PRICING

1.1 Bronze Plan – £11.99 per month

Includes annual boiler service, safety inspection, service reminders, and priority booking.

1.2 Silver Plan – £18.99 per month

Includes annual boiler service, up to 2 engineer callouts per year, labour for repairs, and priority response.

1.3 Gold Plan – £24.99 per month

Includes annual boiler service, unlimited callouts (fair usage applies), labour included, and priority emergency response.

2. BOILER AGE CATEGORIES

- Boilers under 10 years old – standard pricing applies
- Boilers between 10 and 15 years old – higher premiums may apply
- Boilers over 15 years old – subject to inspection and acceptance only

The Company reserves the right to refuse cover for boilers deemed beyond economical repair or where parts are obsolete or unavailable.

3. GOLD PLAN ELIGIBILITY

Customers applying for the Gold Plan must have:

- A serviceable boiler and heating system
- A boiler serviced by Allied Trade Plumbing & Heating Ltd within the previous 12 months, or
- A successful initial inspection before cover begins

The Company reserves the right to refuse cover where the system condition presents an unreasonable

commercial risk.

4. PAYMENT TERMS

- Monthly plans are payable by Direct Debit only
- Annual payments are non-refundable once service work has commenced
- Missed or failed payments may result in suspension of cover
- The Company reserves the right to review prices annually with 30 days written notice

5. SERVICE APPOINTMENTS

- Services are carried out Monday to Friday during normal working hours
- Customers must provide safe and reasonable access to appliances
- Missed appointments without 24 hours notice may incur a £45 charge

6. WHAT IS INCLUDED IN THE ANNUAL SERVICE

- Visual boiler and flue inspection
- Gas tightness testing where applicable
- Combustion analysis
- Safety device checks
- Pressure and expansion vessel checks
- Condensate inspection
- Benchmark/service record updates

7. EXCLUSIONS

The following are excluded unless specifically stated otherwise:

- Replacement parts
- Pipework repairs
- Radiators and valves
- Sludge removal or powerflushing
- Electrical supply faults
- Frozen condensate pipes
- Cosmetic damage
- Commercial appliances
- LPG systems unless agreed in writing
- Damage caused by sludge, corrosion, limescale, neglect, misuse, or tampering
- Pre-existing faults

8. INITIAL EXCLUSION PERIOD

Breakdown cover under Silver and Gold plans does not apply during the first 30 days unless the system has been inspected and approved by the Company before commencement of cover.

9. INITIAL INSPECTIONS

The Company may require an inspection before accepting cover.

The inspection may include:

- Boiler operation assessment
- System pressure checks
- Radiator performance checks
- Visual pipework inspection
- Water quality assessment

Any faults identified must be repaired at the customer's expense before full cover can commence.

10. FAIR USAGE POLICY

The agreement is intended for normal domestic use only.

Excessive callouts, misuse, repeated avoidable faults, or poor system maintenance may result in cancellation or amendment of cover.

11. ANNUAL SERVICING REQUIREMENT

To maintain active cover under Silver and Gold plans, the boiler must be serviced annually by Allied Trade Plumbing & Heating Ltd at intervals not exceeding 12 months.

12. DIRECT DEBIT AUTHORITY

By entering this agreement, the customer authorises Allied Trade Plumbing & Heating Ltd to collect recurring monthly Direct Debit payments for the selected service plan.

13. CANCELLATION

- Customers may cancel within 14 days provided no service or callout has taken place
- After 14 days, a minimum 12-month term applies
- If cancelled early after a service has been completed, the remaining service balance becomes payable
- The Company reserves the right to cancel cover for abusive behaviour, unsafe systems, or repeated failed payments

14. LIABILITY

The Company shall not be liable for:

- Consequential losses
- Loss of earnings
- Manufacturer delays
- System downtime outside reasonable control

15. DATA PROTECTION

Customer information will be processed in accordance with UK GDPR and the Data Protection Act 2018.

16. GOVERNING LAW

These Terms & Conditions are governed by the laws of Scotland and subject to the jurisdiction of the Scottish courts.