

# SGS Service Plan

This annual service and warranty plan is operated by:

SGS Heating & Electrical Ltd  
Unit 4, Dolphin Industrial Estate  
Southampton Road  
Salisbury  
Wiltshire  
SP12NB

Telephone 01722 331066

## Benefits of the SGS Service Plan

The SGS Service Plan offers complete peace of mind because for a small premium your central heating equipment will be serviced and covered in the event of breakdown. In the event of a breakdown any of the components covered by the Plan will be repaired or replaced at no additional cost to you.

## What the SGS Service Plan Provides

- Labour and parts for repairs, dependant on the level of service you have selected.
- One service and safety inspection in every year of your selected agreement with the SGS Service Plan.
- All our attending engineers are either CORGI Accredited for gas or OFTEC Registered for oil installations.
- No limit to the number of call-outs to carry out work included in your agreement.
- Priority service 365 days a year.
- A priority customer helpline open 24 hours a day.
- Advice about your system from our engineers.

## What happens if you have a breakdown?

Simply telephone SGS Heating & Electrical Ltd, explain your problem and arrange for an engineer to call. There are no claim forms to complete, no bills to pay, it could not be easier.

## Data Protection Act

Your details will not be passed to a third party and will only be used by SGS Heating & Electrical Ltd for breakdown insurance and marketing purposes.

## Cover provided by the Plan

You will be offered the most comprehensive cover from the Schedules below dependent upon the age and condition of the central heating system components. A service and safety inspection will be carried out approximately four weeks from acceptance of the Application Form found within the accompanying leaflet. Please note that some boilers may not be acceptable for cover. On completion of the service/inspection a Validation Certificate will be sent to you confirming acceptance of your system for cover.

If we decide that it would cost more to repair the boiler than its current value or the cost of a replacement (whichever is lower), instead of repairing it we may decide to contribute an amount up to £1000 towards a similar new replacement boiler as indicated below, please note that this agreement is for current SGS Service Plan customers only.

Up to four years old	100% Contribution of cost of a similar replacement
Four to eight years old	50% Contribution of cost of a similar replacement

Over eight years old

20% Contribution of cost of a similar replacement

The SGS Service Plan covers parts and associated labour charges up to a value of £1,000 for a 12 month period commencing from acceptance of the Application Form, a Validation Certificate will be issued after your system or boiler has been serviced and inspected.

### DOMESTIC NATURAL GAS, LPG & OIL CENTRAL HEATING

Cover Required Schedule	Boiler/Appliance Type	Age Limit	Annual fee	Initial Payment	+ 11 Monthly Payments
<b>Silver Cover</b> Boiler/Controls + Annual Service/Safety Inspection  <b>Gold Cover</b> Boiler/Controls/System + Annual Service/Safety Inspection  <b>Gold Cover Plus</b> Boiler/Controls/System/Fire + Annual Service/Safety Inspection	Regular/Condensing	No Limit	Nat.Gas £120.00	£10.00	£10.00
			LPG £120.00	£10.00	£10.00
			Oil £145.00	12.12	£12.08
	Regular/Condensing  Back Boiler	No Limit	Nat.Gas £168.00	£14.00	£14.00
			LPG £168.00	£14.00	£14.00
			Oil £195.00	£16.25	£16.25
	Regular/Condensing  Back Boilers  Gas Fire	No Limit	Nat.Gas £245.00	£20.38	£20.42
			LPG £245.00	£20.38	£20.42
			Oil+LPG £265.00	£22.12	£22.08
<b>Silver Cover</b> Boiler/Controls+ Annual Service/Safety Inspection  <b>Gold Cover</b> Boiler/Controls/System + Annual Service/Safety Inspection  <b>Gold Cover Plus</b> Boiler/Controls/System + Annual Service + Fire/Safety Inspection	Combination/ Condensing	No Limit	Nat.Gas £120.00	£10.00	£10.00
			LPG £120.00	£10.00	£10.00
			Oil £145.00	£12.12	£12.08
	Combination/ Condensing	No Limit	Nat.Gas £168.00	£14.00	£14.00
			LPG £168.00	£14.00	£14.00
			Oil £195.00	£16.25	£16.25
	Combination/ Condensing  Gas Fire	No Limit	Nat.Gas £245.00	£20.38	£20.42
			LPG £245.00	£20.38	£20.42
			Oil+LPG £265.00	£22.12	£22.08

## LANDLORDS GAS CENTRAL HEATING

Cover Required	Boiler/Appliance Type	Age Limit	Annual fee	Initial Payment	+ 11 Monthly Payments
<b>Silver Cover</b> Boiler/Controls Annual Service + LLGSC to Property	Regular/Condensing	No Limit	Nat.Gas £150	£12.50	£12.50
			LPG £150	£12.50	£12.50
<b>Gold Cover</b> Boiler/Controls/System Annual Service + LLGSC to Property	Regular/Condensing Back Boiler	No Limit	Nat.Gas £198.00	£16.50	£16.50
			LPG £198.00	£16.50	£16.50
<b>Gold Cover Plus</b> Boiler/Controls/System Annual Service to Boiler/Fire + LLGSC to Property	Regular/Condensing	No Limit	Nat.Gas £250.00	£20.87	£20.83
	Back Boiler		LPG £250.00	£20.87	£20.83
	Gas Fire		£250.00	£20.87	£20.83
<b>Silver Cover</b> Boiler/Controls Annual Service + LLGSC to Property	Combination/ Condensing	No Limit	Nat.Gas £150.00	£12.50	£12.50
			LPG £150.00	£12.50	£12.50
<b>Gold Cover</b> Boiler/Controls/System Annual Service + LLGSC to Property	Combination/ Condensing	No Limit	Nat.Gas £198.00	£16.50	£16.50
			LPG £198.00	£16.50	£16.50
<b>Gold Cover Plus</b> Boiler/Controls/System Annual Service to Boiler/Fire + LLGSC to Property	Combination/ Condensing	No Limit	Nat.Gas £250.00	£20.87	£20.83
			LPG £250.00	£20.87	£20.83
	Gas Fire		£250.00	£20.87	£20.83

## **DEFINITIONS**

### **Silver Cover (Boiler/Controls)**

This level of cover is for a single wet or warm air natural gas, LPG or oil fired central-heating system and includes:

- A yearly service/inspection of the boiler and associated controls.
- Labour and parts if boiler breaks down covering boiler components only.
- A contribution towards a replacement boiler if we decide that it would not be economical to repair your boiler, as long as you're a current SGS Service Plan customer.

There is no age limit on your boiler and it does not matter who installed it, as long as all the essential working parts are available.

### **Gold Cover (Boiler/Controls/System)**

This level of cover is for single wet or warm air natural gas, LPG or oil central-heating appliances and includes:

- A yearly service/inspection of the boiler, associated controls and system.
- Labour and parts if your boiler, controls or heating system break down covering pipework (gas, oil & primary heating), programmer, hot water cylinder (Grade 3 under 140 Litres only), heating/hot water control valves, thermostats, radiators, radiator valves, heating pump, bypass valves & heating feed & expansion tank, LPG autochangeover valves, oil fire valves, fuel filters and system isolation valves.
- A contribution towards a replacement boiler if we decide that it would not be economical to repair your boiler, as long as you're a current SGS Service Plan customer.

There is no age limit on your boiler and it does not matter who installed it, as long as all the essential working parts are available.

Oil storage tanks are excluded from cover but will be inspected with any defects notified.

### **Gold Cover Plus (Boiler/Controls/System/Fire)**

As Gold Cover with the benefit of servicing and inspecting a gas fire installation covering the fire for labour and parts in the event of it breaking down.

### **Landlords Gas Safety Record (LLGSC)**

By law, a landlord must carry out a gas safety check every 12 months on all gas appliances owned in the property to be let and hold a valid safety record to prove this. If you are a landlord with residential tenants, it is your responsibility, every year, to make sure that you have proof that your property meets the gas safety regulations. We can carry out the inspections that are needed under these regulations at the same time as the yearly service/inspection (See Landlords Gas Central Heating). After the necessary inspections on all the gas appliances, we will then give you a Landlords Gas Safety Record, demonstrating that we have carried out a safety inspection on all gas appliances you own, which will include details of any faults we have found and any repairs that are needed.

## **TERMS & CONDITIONS**

This Plan covers the parts listed in the applicable Schedule against unforeseeable failures which necessitate repair or replacement to resume their normal function.

This Plan covers the cost of replacement parts and associated labour charges up to a maximum of £1,000 during the twelve months period of cover commencing from acceptance of the Application Form.

If you move house during the currency of this Plan the new owner may apply to SGS Heating & Electrical Ltd for written confirmation that the benefit of cover is transferred until the Plan expiry date. No refund of premium will be made for any unexpired portion of this Plan at any time.

SGS Heating & Electrical Ltd will not be held responsible for any delay in the provision of replacement components or spare parts and reserve the right to utilise parts manufactured by other than the original manufacturer in instances where original parts are no longer obtainable.

This Plan does not provide cover against the boiler having to be replaced because suitable replacement components or spare parts are no longer obtainable.

This Plan does not cover faults attributable to faulty installation or design.

Acceptance of a boiler or central heating system under this Plan does not imply that it is installed satisfactorily to prevailing standards.

SGS Heating & Electrical Ltd are entitled to cancel this Plan by giving 7 days written notice, in such an unlikely event a pro-rata portion of the premium paid will be refunded.

In the event that an SGS Heating & Electrical Ltd engineer is called out to rectify a fault which is not covered by the Plan, you will be responsible for any costs incurred.

### **Exclusions**

This Plan does not cover:

Decorative parts, towel rails, unvented pressurised hot water cylinders, Grade 1 and 2 vented hot water cylinders, or hot water cylinders in excess of 140 litres capacity.

Cold water storage tanks.

Hot and cold services domestic pipework, taps, shower pumps or any other equipment not specifically for the central heating system.

Any defect attributable to faulty design or installation.

Adjustments to time or temperature controls, or re-pressurising boilers or systems.

The fabric of the building, ducting or flues contained therein.

Any defect caused by malicious or wilful action, negligence, misuse or third party interference.

Any damage caused by fire, lightning, explosion, flood, storm, frost, impact or any other extraneous cause.

The electrical power circuit to which the installation is connected.

Any concealed gas supply pipework from the meter to the boiler.

The replacement of fuel storage tanks.

Consequential damage or loss of any nature whatsoever arising as a result of any defect occurring in the central heating system.

Any defect or damage resulting from a failure of public gas, water or electricity supply.

Descaling and any damage arising from water scale deposits or from corrosion.

Any blockages or airlocks in the system.

Any parts or component not specifically mentioned in the accepted level of cover.

Any repair or replacement which may be covered by this Plan that is undertaken without the prior and explicit authority of SGS Heating & Electrical Ltd.

Any costs however derived occasioned by delay in obtaining replacement parts.

Any costs however derived in the event that replacement parts cannot be obtained for any reason and the necessary repair cannot be completed.

## **ABOUT YOUR AGREEMENT**

### **Domestic Use**

The SGS Service Plan agreements are only available for appliances in domestic use.

### **Service Coverage**

SGS Heating & Electrical Ltd are a Salisbury based Company and generally cover a radius of approx 50 miles from the city centre. If your property falls outside our area of cover we will tell you when you apply.

### **Period of Agreement**

Your agreement runs until you tell us that you would like to cancel, or if we cancel the agreement (see 'Cancellation'). You may cancel the agreement at any time. We will write to you to tell you about any changes to the terms and conditions or prices. Your agreement runs for 12 months from the date it begins (or is renewed), unless you or we use the cancellation rights (set out in the clause headed Cancellation).

### **Start Date**

Your agreement begins for a 12 month period commencing from acceptance of the Application Form and when we have received the initial Service Plan payment, a Validation Certificate will be issued after your system or boiler has been serviced and inspected.

### **Ways to pay**

We operate a direct debit that will be made directly from your bank account that will break down your selected level of cover into 12 equal monthly payments.

Alternatively you can pay monthly using a credit card, cheque or postal order made payable to 'SGS Heating & Electrical Ltd' ensuring payments are made by the requested date each month. If payments arrive more than 7 days after the agreed payment date cover will cease until payment is made.

### **Initial Safety Inspection**

We will inspect your system or appliance (or both) prior to acceptance to make sure they are safe and in good working order. Our Service Engineer will fill in an Initial Safety Inspection Check List to show you what he or she has checked. We will normally do this inspection within 28 days of the beginning of your agreement where possible but, as we give priority to breakdowns, it can be later if we are busy. If the inspection reveals a problem, we may:

- Tell you what work is needed and what it will cost you for that work to be done
- Offer you an agreement which will not include the parts causing the problem, or
- Cancel the agreement and refund your money.

### **Yearly Inspection**

We will normally carry out the yearly service and safety and inspection at the same time as the initial inspection.

After that, we will normally carry out the yearly inspection around the same time each year where possible, depending on workload.

In the case of Landlords Gas Safety Inspections/appliance servicing these shall be carried out when the current Certificate (if previously completed) is about to expire, usually a fortnight prior expiry date. We will carry out an initial inspection only to accept the property under the terms & conditions of the SGS Service Plan.

### **Gaining Access to your property**

It is your responsibility to let us into your property. If we cannot gain access to your property to carry out the necessary work, we will tell you and arrange another appointment. If after several attempts, we cannot gain access, we may cancel your agreement. We will inform you in writing if this is the case. In the event of being unable to gain access on more than two occasions an attendance charge may be made. To receive advice about the gas requirements for property letting, call us on 01722 331066.

### **Renewal**

Your agreement runs until you tell us that you would like to cancel, or if we cancel the agreement (see 'Cancellation'). You may cancel the agreement at any time. We will write to you to tell you about any changes to the terms and conditions or prices.

### **Cancellation**

We will cancel your agreement if:

- You have given false information
- You do not make an agreed payment
- We find something wrong at the initial safety inspection
- We are not reasonably able to find parts to keep your system or appliance working safely, or circumstances arise which make it inappropriate for the contract to continue.

If we cancel your agreement, we will give you a full refund if we find something wrong at the initial safety inspection.

You are entitled to a full refund if you cancel within seven working days of taking out the agreement, as long as we have not done any work.

You may cancel your agreement at any time. If you do so after we have done an inspection or other work and you have paid less than £65 (£90 if you are covering an oil boiler under the Plan) in the last 12 months at the time you cancel, we may charge you an extra amount which brings your total payments under the agreement to £65 (£90 if you are covering an oil boiler under the Plan) when we have done an inspection or other work.

### **Spare Parts**

If we do not carry the spare parts your repair needs on the day, we will obtain the necessary parts notifying you of any delays that may be occurred. We may use an approved alternative or parts that have been reconditioned by the original manufacturer.

### **Labour**

One of our engineers will usually carry out the work. In some cases we may authorise a suitably qualified approved contractor to carry out the work.

### **Approved Equipment**

We provide service options for appliances, energy management systems and plastic pipes which are on our approved list.

Getting to your system - all SGS Service Plan options allow for the cost of getting to your system (materials and labour) is included up to £1000 (including VAT) for each job, for example, pipes buried in walls or 'built in' appliances.

### **Consequential Loss**

We are not responsible for loss or damage to property caused by the gas appliance or system breaking down (for example, damage to furniture caused by water leaks). If we have to dig on your property, we will fill any holes and leave the surface level but we will not necessarily replace the original surface or construction. Any redecoration that may be needed following our work is your responsibility unless we have been negligent.

### **Normal Insured Risks**

The cost of repairing faults or damage caused by freezing weather conditions, subsidence, structural repairs, accident, fire, lightning, explosion, flood or storm. The cost of repairing damage caused by changes to, or problems with, the gas, electricity or water services. You should check your household insurance to make sure you have enough cover for these risks.

### **Using personal information**

Information you provide or we hold (whether or not under this contract) may be used by us, our employees or agents to:

- Identify you when you phone us
- Help run any accounts, services and products offered by our Company now or in the future
- Help us to detect fraud or loss, and
- Write to, e-mail or phone you with information about other services and products we offer. We will not contact you in this way if you have previously told us not to do so.

### **Third-party rights**

Without our consent nobody other than you will be able to benefit from this agreement .

### **Our responsibilities**

We will meet our responsibilities under this agreement within a reasonable time unless it is impossible for us to do this because of circumstances outside our reasonable control. In particular, we will not be responsible for delays caused by our suppliers or their agents.

### **Useful Contact Information**

In the event of a breakdown Mon-Fri (accept Bank Holidays) 08.00-17.00  
Out of hours breakdown (24 hours 365 days/year)  
E Mail Address

01722 331066  
07917 236791  
info@sgsgas.co.uk

**APPLICATION FORM**

Personal details

Mr/Mrs/Miss/Ms.....

First Name.....Surname.....

Address

.....  
.....  
.....  
.....

Post code.....Home Tel No.....Work Tel No.....

Please tick as appropriate

- Natural Gas       LPG (Propane)       Oil

**Homeowners Central Heating**

- Silver Cover      Regular/Condensing Boiler  
 Gold Cover      Regular/Condensing Boiler  
 Gold Cover Plus      Regular/Condensing
- Silver Cover      Combination/Combination Condensing Boiler  
 Gold Cover      Combination/Combination Condensing Boiler  
 Gold Cover Plus      Combination/Combination Condensing Boiler

**Landlords Central Heating**

- Silver Cover      Regular/Condensing Boiler  
 Gold Cover      Regular/Condensing Boiler  
 Gold Cover Plus      Regular/Condensing
- Silver Cover      Combination/Combination Condensing Boiler  
 Gold Cover      Combination/Combination Condensing Boiler  
 Gold Cover Plus      Combination/Combination Condensing Boiler

**Appliances covered under this agreement:**

1. ....  
2. ....  
3. ....

**DECLARATION**

I hereby apply for an SGS Service Plan to cover my central heating system in accordance with the terms, conditions and exclusions.

Signature.....Date.....

