

Gas on Sea Limited Umbrella Terms and Conditions.

We understand that terms and conditions are often extremely difficult to understand due to how they are written. We have tried to keep our Umbrella terms and conditions extremely clear so you know exactly what is and isn't covered.

1. Scope of Contract

1.1 Gas on Sea Limited will provide the level of cover described within the 'Plan Summary' below subject to an initial chargeable service (£45) and inspection.

1.1 Gas on Sea Limited will provide the level of cover described within the 'Plan Summary' below. However, there is an initial 90-day period where you cannot make a claim. This is to prevent claims on pre-existing problems and to keep premiums competitive for all our customers.

1.2 When referring to 'We' this refers to Gas on Sea Limited

1.3 This contract is strictly a maintenance contract and is not an insurance policy. Gas on Sea Limited is therefore not regulated by the FCA.

1.4 This plan is intended for domestic boilers only and will only carry out works at residential properties

2. Our Plans

2.1 Basic

Here is what is included in our Basic:

- Annual Boiler Service Included
- Priority Callouts

2.2 Advanced

Here is what is included in our Advanced:

- Annual Boiler Service Included
- Annual Carbon Monoxide Test (if installed)
- Priority Call Outs
- Loyalty Discount our other services

2.3 Full System Cover

Here is what is included in our Full System Cover:

- Annual Boiler Service Included
- Annual System Water Test
- Annual Carbon Monoxide Test (if fitted)
- Priority Call Outs
- 24 Hour Emergency Call 07884300700
- Loyalty Discount our other services

3. Components of the System

3.1. Your heating system is made up of a number of different components. The components of the heating system covered within each plan are as follows:

3.2 Basic

- Annual boiler servicing only

3.3 Advanced

- Boiler repairs
- Circulation pump
- Timer/thermostat (non smart)
- Radiators
- Gas supply pipes

3.4 Full System Cover

- Boiler repairs
- Circulation pump
- Thermostatic radiator valves
- Timer/thermostat
- Pressure controls
- Radiators and valves
- Heating pipework
- Hot water cylinder valves and expansion vessel
- All gas supply pipes

Below you will find information on each of the benefits within our service plans. Please refer back to 'Our Plans' above to see which items below are included in each plan.

4. Annual Service

4.1. One of our Gas Safe qualified engineers will perform the service and safety check in line with manufacturers instructions

4.2. Included in this service/safety check, we will perform the following as a minimum:

- Check emissions using a fully calibrated flue gas analyser

- Check of the inlet and working gas pressure
- Clean condensate trap
- Clean magnetic filter (on certain intervals)
- Clean inside of boiler case
- Gas rate if required
- Test of safety devices and all safety checks in line with Gas Safe guidelines

4.3. We will also inspect the radiators, hot water cylinder and other components for leaks or defects

4.4. A gas tightness test will be performed in certain circumstances to ensure the property is free from gas leaks

4.5. The annual service will be arranged at a time and date convenient to you and in the month of your contract renewal. Unless otherwise arranged with the contract holder beforehand.

4.6 The annual service will be carried out Monday to Friday between 9 am and 5 pm unless otherwise agreed by Gas on Sea Limited

5. Annual System Water Test

5.1 We will complete a test to check the quality of system water and determine the appropriate treatment to ensure the system works at optimum efficiency, and the boiler is fully protected.

5.2 Results of the test may require additional work to be carried out on the boiler that may or may not be included depending on the plan that you are on.

6. Annual Carbon Monoxide Test

6.1 We will complete a test to check all carbon monoxide detectors in the property are working correctly once per year

6.2 If no carbon monoxide testers are present in the property we are able to fit for extra cost

7. Priority Callouts

7.1 We will endeavour to attend all breakdowns within the timeframes below based on your plan:

Advanced: Breakdowns reported before 5pm within 48 hours

Full System Cover: Breakdowns reported before 5pm within 24 hours

7.2 In the event of a breakdown being reported on Saturdays, Sundays, Bank Holidays or after 5pm, we endeavour to attend the property within the timeframes below based on your plan:

Advanced: Within 48 hours

Full System Cover: Within 36 hours

7.3 The timeframes outlined above are subject to workload and availability

8. 24 Hour Emergency 07884300700

8.1 We will endeavour to attend your property within 8 hours irrespective of the time of day

8.2 The timeframes outlined above are subject to workload and availability

9. Loyalty Discount on Other Services

9.1. We offer other services within Gas on Sea Limited that include:

- Powerflushing
- New boiler
- General Plumbing
- Gas fires
- Gas cookers

As a Umbrella customer you receive the following discounts on the labour of our other services:

Advanced: 10% Discount on all labour

Full System Cover: 15% Discount on all labour

10. Exceptions

10.1 Any breakdown that is caused by sludge, scale or system deposits will not be covered - this will be confirmed by an independent water quality test if required (chargeable to customer if it fails).

10.2 Customers outside of the SS postcodes may incur extra charges.

10.3 Any breakdown that is a result of a problem with the water mains, electrical grid or gas main/meter. Including having no credit on a gas meter.

10.4 Pre-existing faults and defects in the design or installation of the system.

10.5 Any breakdowns caused by blocked drains backing up into the boiler. Any part or fitting that exceeds £300 will not be covered by Gas on Sea, customer will pay the excess.

10.6 Replacement of cosmetic parts such as boiler casings and covers

10.7 Faults caused due to the fabric of the building, for example, pipes in walls bursting due to subsidence

10.8 Any defects caused due to malicious actions, misuse or third party interference.

10.9 Any defect caused by; fire, flood, lightning, explosion, storm, frost, terrorism or the impact of any other extraneous cause.

10.10 We will not be held responsible for delays in the provision of parts from suppliers or delivery firms

10.11 Full boiler. Cylinder or tank replacement

11. Missing / Cancellations of Appointments

11.1 Customers that have arranged a breakdown callout or annual service are given an 4 hour slot, if the engineer attends and the customer is not available a rebooking amount of £60 is charged to re-attend.

11.2 Customers must give 24 hours notice to change an appointment date/time otherwise a rebooking fee will be charged

12. Use of Subcontractors

12.1 We reserve the right to use subcontractors to carry out any breakdowns or annual services. All subcontractors will be Gas Safe registered and vetted by us for suitability

13. Period, Renewal and Payment Contract

13.1 This contract is valid for a period of 1 year (12 months) from the date the first direct debit is collected

13.2 The contract will be automatically renewed into a monthly rolling contract unless instructed by the customer to cancel. The customer must give notice no later than 14 days before the renewal date

13.3 We reserve the right to cancel the renewal of any contract without giving a reason.

13.4 In the event of non-payment of the Direct Debit cover will be suspended until the account is brought up to date and no works will be carried out

13.5 The contract is cancelled if the customer misses 3 consecutive payments without contacting after the initial 12 months period. Failure to make payments within the initial 12 month period will result in £25 administration fee on the account along with payment to get the account balance up to date

13.6 We reserve the right to cancel any policy at any time if a customer is found to have broken any terms in these conditions.

14. Certificates

14.1 All certificates will be held electronically by Gas on Sea Limited

14.2 Customers can request copies of any certificate at any time via email without charge.

14.3 Customers can request a hard copy of any certificate subject to a printing and postage charge of £5.

15. Cooling Off Period

15.1. Customers are entitled to a full refund within 14 days of signing the contract. Any breakdowns within this cooling-off period will be charged at the full amount in the event of cancellation. No refunds to monthly payments or services/visits completed.

15.2. This does not include a refund of the initial chargeable service and inspection.

15.3. If the boiler becomes beyond economical repair or parts are obsolete we can cancel contract and recommend a new boiler installation.