

CENTRO CARE

“London’s heating & hot water fault-finding specialists”

CENTROCARE DOMESTIC SERVICE CONTRACT

About us and our contracts:

Centrocare service contracts are services underwritten and operated by Centrona Gas Services Ltd. Centrona Gas is a trading name of Centrona Gas Services Ltd, a field engineering company who operate in London and the surrounding counties. Centrona Gas Services Ltd is a company registered in England and governed by English Law.

Contract approval:

This contract is subject to approval. An inspection visit may be required to determine contract suitability and approval. Your system must be in good working order before commencement of this contract. If you do not qualify for the contract you intend, we may recommend an alternative service contract.

Payment options:

This contract is to be paid on a monthly basis only.

Payment will be scheduled by direct debit on the 19th day of each month. Alternatively you may wish to pay by standing order; your standing order should be scheduled for the 26th day of the month. Your contract will begin the day your first payment is made.

Contract term:

For all Entry and Intermediate service contracts; the fixed minimum term for this agreement is 12 months, after which this agreement will continue on a month-to-month basis. If you consume services to the value of £700 or more within the first 12 months, the minimum term of this contract changes automatically to 24 months.

Advanced and Expert cover service contracts: The fixed minimum term for this agreement is 12 months, after which this agreement will continue on a month-to-month basis. If you consume services to the value of £1,500 or more within the first 12 months, the minimum term of this contract changes automatically to 36 months.

Cooling off period:

You can cancel this contract within the first 14 days of the contractual term. If you cancel your contract within your 14-day cooling off period we will refund any money that is owed to you. However, if you consume services within your 14-day cooling off period, you agree to automatically waive your 14-day cooling off entitlement or agree to pay for the goods and services you have consumed at our current rate.

Cancelling your contract:

After your minimum term has passed, you are entitled to cancel or change this contract at any time by giving one month's notice. You can inform us of your intention to cancel this contract by phone, on **0208 181 8950** or by email info@centronagas.co.uk. Your last payment will be made on the next 23rd day of the month.

Late payment/non-payment process

If you fail to make a payment, we will send you a total of 2 letters advising you of your out-standing balance. Should we not receive payment within 30 days of the date the amount is due, interest will be applied every day after at 3% until payment has been made in full. Should we not receive payment within 60 days, we will pass your balance onto a debt recovery service. All legal fees, solicitor fees, bailiff fees, administration fees, court fees and any other fee incurred pursuing your payment will be added to the outstanding balance. This process is fully automated.

Our cancellation rights:

We may cancel this contract at any time with reasonable notice. If we cancel a contract you hold with us we will always inform you in writing. If we cancel this contract, we will refund any money that may be owed to you. We may cancel this contract for any, though not limited to the following; you have given false information; You are using this contract in a dishonest way; no action has been taken to eradicate pesticide confirmed to be causing a problem with your boiler or system; If you have not resolved concerns for health and safety; violent or aggressive behaviour towards our staff or any other reason we see fit. All cancellations will be assessed on a case-by-case basis. You will also be required to pay any difference for goods and services consumed.

Operational times:

All breakdown only contracts are operational between 08:00 – 18:00 Monday to Friday and exclude Bank Holidays. Appointment time slots include; AM: 08:00 – 13:00 and PM: 12:00 – 18:00. Our service engineers are committed to calling en-route.

Economy 7, Entry, Intermediate, Advanced and Expert service contract holders: This contract is operational between 08:00 – 18:00 Monday to Friday. Normal appointment time slots are AM: 08:00 – 13:00 and PM: 12:00 – 18:00. Priority and emergency time slots are 18:00 – 22:00, 22:00 – 00:00 and 00:00 – 08:00 Monday to Sunday, including Bank Holidays. Our service engineers are committed to calling en-route and are subject to availability.

Appointments:

Appointments must be booked during normal working hours, between 08:00 AM – 18:00 PM Monday to Friday. If you have an emergency, or we deem your job to be a priority we may offer you an out of hours or weekend time slot.

You can book an appointment and obtain updates on your jobs at any time, online by visiting www.centronagas.co.uk or by phone on **0208 181 8950**. Out of hours or weekend appointments will be available to you at our absolute discretion and does not come as standard with your this contract, If required you can purchase these at our current rate.

Our response time:

If you call us before 1pm we will endeavour to offer you a PM appointment (12:00-18:00) the same day. Subject to availability we may be able to offer you a same day AM appointment (08:00-13:00). Our service engineers are committed to calling en-route but cannot under any circumstances commit to a specific time. Nor shall we be responsible for the accuracy of any (E)stimated (T)ime of (A)rrival. During seasonal demand, as a contract holder you will be prioritised over non contract holders.

Emergencies

Emergencies are defined as an uncontrollable water/gas or carbon monoxide detector activation only. An emergency service is available to you 24/7 by calling us on 0208 181 8950

Visits:

Your contract entitles you to unlimited engineer-visits. We will however monitor the nature of your visits distinguishing nuisance calls from genuine claims. Future fees may be aligned to reflect your usage.

Access to your property:

It is your responsibility to allow the engineer access to your property in order for us to carry out our obligations. We are able to absorb two failed attempts at gaining access to your property ("No Access"). On the third rescheduled booking you will be required to pay £96.00 including VAT as a holding deposit which will be refunded once successful access has been gained. If we are unable to gain access on the 3rd visit, no refund will be issued.

To help verify a "No Access" classification, our engineer will state the colour of your door. This information will be cross-referenced with the engineer's various global satellite tracking devices. Further the engineer may also take photographs to support the case. You are entitled to access these photographs yourself by logging into your account online.

Access to your boiler, controls or system:

It is your responsibility to make sure there is adequate access to your boiler, controls or system before the service engineer arrives. Please remove any obstructions with particular attention to obstructive kitchen cupboards or pipework boxing, before the engineer arrives. Failure to do so may result in a rescheduled appointment.

Routine maintenance schedule:

All annual services, inspection services and Landlords gas safety inspections shall be quantised and or rescheduled into our seasonal maintenance programme. Our seasonal maintenance programme begins on the 1st of April through to September the 30th. If your current gas safety certificate does not fall within the seasonal programme we will provide a "bridging certificate" covering you until our seasonal schedule at no additional cost.

Specific exclusions to this contract:

The following exclusions apply to this contract:

_____ If this section has been left blank, there are no additional exclusions or exemptions to this contract.

Customer controls:

It is your responsibility to operate customer controls such as filling loops in order to top up the pressure, setting the timer and operating the room thermostat. Do not attempt or authorise anyone to repair or replace products which have malfunctioned outside the remit of customer controls. Call us immediately. This contract does not cover the attempted repair or workmanship of a 3rd party.

Contract details:

We will not repair any product with only cosmetic damage. This includes scratches, flaking paint on radiators, rust and discolouration to plastic or metal trims, badges, cases or any other insignia that does not impede on the product's normal operation. For more information see Terms and Conditions.

You must take care of your product(s). We will not repair or replace any product that has been intentionally damaged, abused, misused or neglected. If a product shows signs of an imminent failure do not continue to use it and contact us immediately.

Contract details continued:

This service contract covers your boiler or both your boiler and system for domestic use only. If you are using your system or boiler for non-domestic purpose, you will not be entitled to any of the services under this contract and you may be charged accordingly.

Terms of Service:

This document does not represent the terms of service. The terms of service is available on request and is subject to change at any time. We will always inform you of any changes in writing. You can request an up to date copy of your terms of service at any time.

The Direct Debit Guarantees:



- This Guarantee is offered by all Banks and Building Societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit Eazipay Ltd re Centrona Gas Services Ltd will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request Eazipay Ltd re Centrona Gas Services Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
 - If you receive a refund you are entitled to, you must pay it back when Eazipay Ltd re Centrona Gas Services Ltd asks you to
- If an error is made in the payment of your Direct Debit, by Eazipay Ltd re Centrona Gas Services Ltd or your Bank or Building Society you are entitled to a full and immediate refund of the amount paid from your Bank or Building Society
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Useful information:



To book an engineer-visit by phone:

Call: 0208 181 8950



By Email: support@centronagas.co.uk

SERVICE CONTRACT

DEFINITION OF COVERAGE

This section defines your entitlement for each item of your service contract.

Boiler

We will repair or replace all parts within your boiler in accordance with your service contract and accompanying terms and conditions.

Central heating & hot water system

We will replace or repair the followings items or components; radiators, (T)hermostatic (R)adiator (V)alves, radiator valves, heating and hot water pipework, zone valves, pump, wiring centre, cylinder thermostat, external frost protection thermostat, programmer, timer, room thermostat, header tanks, cylinder and external expansion vessel.

Service

Service includes a fully comprehensive, preventative measure strip & clean, as well as a performance assessment of your boiler and heating system. Services are carried out annually between April and September.

Repair (incl: diagnostics, parts & labour)

Subject to the scope of your chosen contract this includes; unlimited labour, diagnostics and expertise in relation to your boiler and/or central heating system.

Landlords gas safety certificates

Includes; all gas appliances in the property at which the service contract is held on.

New boiler installation (No age restriction)

In the event we cannot repair your boiler you will be entitled to a new boiler regardless of age or condition. This however is at our absolute discretion.

Limited system improvement

We will install the followings items as a resolution to a repair at our absolute discretion: magnetic filter, pressure boosting pump and scale reducer only.

System improvements do not extend to customer requests or special items.

Power-flushing

You are entitled to unlimited power-flushes regardless of the size and number of radiators, for the duration of your service contract.

Trace and repair gas leak

We will repair or re-run your gas supply should you experience an internal gas leak.

Leak detection

In the event our service engineers are unable to identify a leak in your central heating system. We will may employ leak detection specialists, who have the ability to deploy non-destructive methods to accurately locating gas or water leaks.

Plumbing (tap, toilet & siphon repairs)

Providing the following items are repairable and or available as a spare part, you are entitled to the following repairs; tap washers, tap cartridges, toilet siphons and toilet flush handles. Notable exclusions include; repairing or replacing the following service points or fixtures; sink/basins, bath, shower, bidet, macerator, toilet or replacing your tap.

Internal drains

We will clear blockages and smells in relation to the following services; toilet, toilet stack, kitchen sink, basin, bath and internal waste supply. This work will be carried out on our behalf by 3rd party drainage specialists.

Accidental damage


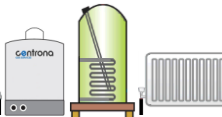
We will carry out repairs to your system if you have accidentally damaged it. We will not, however cover 3rd party workmanship. 3rd party workmanship is defined as workmanship carried out by persons other than the contract holder.

Examples of accidental damage include; where you have hammered a nail through a pipe or you have not correctly re-installed a radiator that has been removed for decorative purposes. Accidental damage will be assessed on a case-by-case basis.

SERVICE CONTRACT - SCOPE OF COVERAGE

The following service contracts are designed to maintain and reduce the risk of your boiler and/or system from future failure. If your boiler or system malfunctions one of our technical service engineers will be available to help recover your system as quickly as possible.


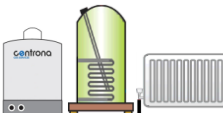
In order to maintain your system to our high standards, we may need to contact you from time-to-time to keep a track on your boilers performance and/or development. Unscheduled inspection visits are not a mandatory requirement and you may choose to decline such visits on demand.

CENTROCARE				
	Entry Boiler only	Intermediate Boiler, system and controls	Advance Boiler, system and controls	Expert Boiler, system and controls
				
Scope of coverage	£15.00 Per month	£21.50 Per month	Premium contract £35.00 Per month	Premium contract £45.00 Per month
Boiler service Usual price outside cover: £100	✓	✓	✓	✓
Parts & labour Usual price outside cover: £415.00 min	✓	✓	✓	✓
Accidental damage Usual price outside cover: £96.00 min	✓	✓	✓	✓
Gas safety certificate Usual price outside cover: £96.00	✓	✓	✓	✓
Boiler replacement Usual price outside cover: £2,200.00 plus			✓	✓
Limited system improvement Usual price outside cover: £550.00 plus			✓	✓
Power-flushing Usual price outside cover: £750.00 plus			✓	✓
Leak detection Usual price outside cover: £1,560.00				✓
Trace & repair gas leak Usual price outside cover: £760.00				✓
Plumbing Usual price outside cover: £160.00 min				✓
Internal drains Usual price outside cover: £160.00 p/h				✓

ADDITIONAL CONTRACTS - SCOPE OF COVERAGE

The following contracts will not maintain or protect your system from future harm, failure or wear-and-tear. If your boiler or system malfunctions one of our technical service engineers will be available to help recover your system as quickly as possible.


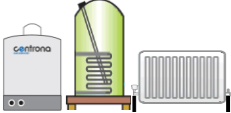
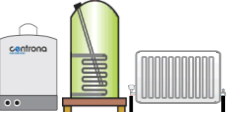
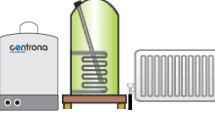
The following service is offered on a "call-and-response" basis. These contracts are specifically designed to control boiler and central heating repair costs.




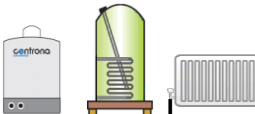
CENTROCARE	Economy 7 Hot water system	Entry Labour Only Boiler	Entry Breakdown Only Boiler	Intermediate Breakdown Only Boiler & System
				
Scope of coverage	£14.95 Per month	£6.95 Per month	£9.99 Per month	£13.95 Per month
Parts Average retail price: £5 – £500 plus	✓	✗	✓	✓
Labour & expertise Average retail price: £96 min	✓	✓	✓	✓
Accidental damage Average retail price: £96 min	✓	✓	✓	✓
Hot water cylinder Average retail price: £936 min	✓	✓	✓	✓
Immersion heater Average retail price: £465 min	✓			
Shower booster pump Average retail price: £296 min	✓			

Retail prices are accurate at the time of print and are subject to change. All prices include VAT.

CONTRACT EXCLUSIONS

As well as exclusions detailed on page 4, below is a list of exclusions that also apply to your contract. See terms and conditions for further information. Exclusion may be available to you at the current rate.

CENTROCARE	Entry	Intermediate	Advance	Expert
	Boiler	Boiler, heating & hot water system	Boiler, heating & hot water system	Boiler, heating & hot water system
				
3 rd party workmanship	X	X	X	X
Upgrades or improvements	X	X	X	X
Physical access to your system or components	X	X	X	X
Replacing your plumbing services/fixtures; taps, bath, basin, sink, shower, bidet, macerator or toilet.	X	X	X	X
Design or pre-existing fault	X	X	X	X

	Economy 7	Entry Labour Only	Entry Breakdown Only	Intermediate Breakdown Only
	Hot water system	Boiler	Boiler	Boiler, heating & hot water system
				
3 rd party workmanship	X	X	X	X
Upgrades or improvements	X	X	X	X
Electrical wall heaters	X	N/A	N/A	N/A
Gas safety certificate	N/A	X	X	X
Design or pre-existing fault	X	X	X	X

