

Heat&more

Service Support & Agreement



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Section 1 – Our Support Plans & Services

- i. **Agreement** - This agreement represents the full terms between:
 - you, the individual whose details are specified above (referred to as 'you' or 'your'); and
 - us, SR MCR Limited, doing business as Heat & More (company number 11042848) (referred to as 'we', 'us', or 'our') regarding our Service & Support Care Plans.

These plans offer:

- A yearly service for your boiler.
- For landlords, the plan includes a Gas Safety Inspection of the rental property.
- Continuous access to our 24/7 support centre.
- Availability of our certified and vetted engineers to ensure and enhance the functioning of the systems covered by your selected plan, as detailed above. Additionally, we might provide online tips and advice about the systems included in your plan through our website.

ii. Our Plans:

- **Boiler** – Support for: Boiler & Controls, Annual Boiler Service
- **Heating** – Support for: Annual, Boiler Service, Boiler & Controls, Central Heating System
- **Home Plus** – Support for: Annual Boiler Service, Boiler & Controls, Central Heating System, Plumbing Pipes
- **Complete** – Support for: Annual Boiler Service, Boiler & Controls, Central Heating System, Plumbing Pipes, Home Electrics, Taps, Toilets & Drainage, Pest Control, Home Security & Locks

iii. Home Plan Annual Boiler Maintenance -

For those with a home plan, our team will reach out to you to schedule a service appointment. An authorized service technician will be sent to your home during the less busy period from March to September. The purpose of this visit is to conduct an annual maintenance check on your boiler to ensure it operates efficiently.

Landlord Gas Safety Verification - As a landlord, you will receive an annual Landlord Gas Safety Inspection service. We will contact you each year to arrange for a certified service technician to inspect your property. This inspection will cover the gas meter, the gas pipes starting from the meter, and up to three gas appliances in the property, as outlined in the CP12 standard. Following the inspection, we will provide you with a detailed report confirming that the inspection has been completed. Should any component not meet the safety standards, we will include a comprehensive description of these issues in the report.

Section 2 – Prices, Payments & Fixed Fees

- i. **Pricing and Monthly Instalments** - The yearly cost of your plan is specified above (referred to as the annual price). Your payments are made each month via Direct Debit (referred to as monthly payments). All stated prices are inclusive of current applicable taxes

In cases of missed payments, the following actions may be taken:

You may be subject to interest charges at a rate of 0.5% above the Bank of England's base rate.

An administrative fee of £25 may be levied for

each missed payment.

Should there be any extra costs beyond what the £25 administrative fee covers, you will be responsible for these additional reasonable expenses.

The term 'fixed price term' indicates that your plan's price will remain stable during this specified period, regardless of the number of repair requests you make.

However, there are circumstances under which the annual or monthly fee might increase during your fixed price term, such as:

If there's a government-imposed tax rate change, the increase will only be equivalent to the new tax amount.

Adjustments may be made to reflect the Consumer Price Index (CPI) inflation rate as published by the Office for National Statistics in January of that year, with an added 3.9%, except when the figure is negative

- ii. **Call-Out Charges** - Each time you request a call-out service, as outlined above (referred to as the fixed fee), you will need to pay a specific amount via credit or debit card before we proceed with arranging the call-out. This fee is separate from your annual plan cost. Note that there is no call-out charge for your yearly boiler maintenance or, if you are a landlord, for the Landlord Gas Safety Inspection.

Call-Out Fee Adjustments - Should you require our services for more than four call-outs within any 12-month period, starting from your plan's commencement date and for each successive 12-month interval, we reserve the right to revise the fixed fee. If you're not in agreement with the revised fee, you have the option to terminate this contract by notifying us within 14 days after we inform you of the fee increase.

No Additional Charge for Repeat Issues - If you need to call us again for the same problem (as assessed by our independent expert engineers) within a 30-day window from the initial service, you will not be required to pay an additional call-out fee.

Section 3 - Duration, Renewal, and Ending of Contract

Length of Contract: Your contract with us lasts for one year (12 months), beginning from the start date mentioned earlier. It will remain active until it is ended following the terms of this agreement.

- i. **Exiting the Contract:** You have the option to discontinue the agreement at the end of each 12-month cycle. To do so, you need to inform us, either by phone or in writing, within the final 28 days of the current year.

ii. **If you choose to end the contract within 14 days of:**

- The start date, and no work has been done, we will refund all payments made during that period.
- The start date, but we have already provided services or goods, you must compensate us for these.
- Being informed about an increase in the fixed fee, you will not be charged any further from the time we receive your notice to terminate the contract.

iii. **Circumstances of our termination of contract:**

- You provide incorrect or false information
- You do not fulfil your payment obligations for the plan.
- You exhibit threatening or abusive behaviour or language.
- Your system is assessed as incompatible with our support plans.

- iv. Should we decide to end the contract, we will inform you. In this event, you will owe a termination fee, calculated as the lesser of the remaining annual fee or our charges for any services or goods already provided.

- v. **Charges on Termination:** In calculating the termination fee and costs for services rendered, the following rates apply:

- £80 for a Boiler Service or Landlord Gas Safety Inspection
- £120 for combined Boiler Service and Landlord Gas Safety Inspection.

- £190 for each completed boiler or central heating repair.
 - £99 for any other completed repairs
- vi. **You Move or Change Your Boiler** - In the event that you relocate or replace your boiler, please inform us promptly. We will then explore the following options with you:
- Transferring your current agreement to your new residence
 - Substituting your current agreement with a new one.
 - Terminating your existing agreement, which might involve a termination fee as previously described.

Please note that merely cancelling your Direct Debit instruction does not constitute an official termination of your agreement.

Section 4 - Agreement Conditions and Limitations

i. General Terms

- This agreement offers round-the-clock phone support and access to a network of verified engineers. It is not an insurance policy and is not overseen by the Financial Conduct Authority. Should we introduce a similar insurance product, we reserve the right to transition you to this insurance contract at the next renewal, or sooner if requested by you or a regulatory body.
- The provision of any service tied to unforeseen events under this agreement is entirely at our discretion.
- This agreement is governed and interpreted according to the laws of England and Wales.
- Your personal information will be handled as per our privacy policy, available at heatandmore.co.uk/privacy-policy.
- We aim to fulfill our duties under this agreement in a timely manner, except in cases of unforeseen events beyond our control.
- This agreement benefits only you and no other party.
- Any repair work completed under this agreement is guaranteed for 30 days following the repair.
- We may transfer our rights or duties under this agreement to another party, and we will

inform you if this happens. We also reserve the right to subcontract our obligations. None of these changes will affect your rights under this agreement.

- We may modify the terms and conditions of this agreement. If changes are made that are not beneficial to you, we will notify you. You have the right to terminate this agreement without cancellation fees if you do not agree with these changes.
- Parts and materials provided by us will be standard industry parts from reputable heating suppliers. We are not liable for the costs of exact replacement parts if their cost exceeds that of standard equivalent parts.

ii. General Exclusions

- Pre-existing faults before or within the first 14 days of starting this agreement.
- Systems or appliances not installed or maintained as per manufacturer guidelines or current standards.
- Replacing heat exchangers or repairing issues caused by limescale, sludge, or other debris.
- User responsibilities as mentioned in the user guide, like re-pressurizing the system or bleeding radiators.
- Systems fueled by anything other than natural gas.
- Non-standard systems or components.
- Locating the source of a fault (trace and access).
- Upgrades or enhancements to your system.
- Problems with steel, lead, or iron pipes.
- Issues with showers and shower pumps.
- Faults or damages caused by someone else.
- Non-impactful issues on system functionality.
- Intermittent faults not detectable during our engineer's visit.
- Boilers or systems not exclusively for domestic use or outside domestic premises.
- Faults in properties left unoccupied for over 30 days.
- Systems with pipework 35mm or larger, a commercial gas meter, or needing commercial qualifications for repair.
- Situations posing a health and safety risk.

- Routine maintenance for system efficiency.
- Replacing consumables like external fuses, batteries, fuel, etc.
- Faults not reported within 24 hours of discovery.
- Replacing seals and grouting (e.g. silicone seals around baths, showers, sinks)
- Issues with frozen pipes or freeze-related damage.
- Damages covered by any insurance policy.
- Parts still under the manufacturer's warranty.
- Faults arising during gaps in tenancy for landlords.
- Boilers damaged by flooding or submersion in water.

iii. **Boiler is BER (Beyond economical repair)**

Conditions for Declaring a Boiler Beyond Economical Repair (BER) Your boiler may be classified as BER under the following circumstances:

- If we receive written confirmation from your boiler's manufacturer declaring it as BER
- If the manufacturer no longer supplies parts for your boiler model.
- If one of our independent gas safe registered engineers determines that the boiler is BER because of damage stemming from another malfunction.
- If removing the boiler from the wall is necessary to carry out repairs.
- If your boiler is older than 15 years and requires multiple parts to fix the current issue.

Boiler Replacement Policy or Contribution toward a new Boiler

In the event that your boiler, which is less than seven years old, is considered BER (beyond economical repair), we might opt to replace it.

Should your boiler be over seven years old and deemed BER, we may offer financial support for a new boiler. This support will be in the form of a refund of the monthly payments you've made during the current contract term (excluding any call-out fees), up to a maximum of £350.

However, eligibility for a replacement or financial assistance is subject to certain conditions:

- You must provide the installation commissioning checklist and maintenance records to verify that the boiler has been installed and serviced following the manufacturer's guidelines.
- The boiler's faults must not fall under our general or system-specific exclusions.
- You need to have been a customer with us for a minimum of six months.

Additional Points to Note:

- We will only cover the cost of replacement boilers that we supply and install.
- Any replacement boiler we provide will be appropriate for your property, but we do not cover the cost of an exact model replacement.
- We are not liable for any additional costs to upgrade the system to meet current standards.

iv. **Terms Specific to System**

Boiler & Controls

We can help with:

- Repairs for standard components of domestic natural gas boilers, including standard thermostats, frost stats, clocks, timers, and programmers.

We do not help with:

- Specific boiler models including Potterton Powermax, Britony, Chaffoteaux, Sime, Servowarm, and Elm Le Blanc, as well as any type of back boilers.
- Thermostats or devices that are smart or have internet connectivity.
- Resetting or reprogramming your control systems or changing batteries.
- Issues related to the boiler flue (the duct used to expel exhaust gases from the boiler) and the flue terminal.
- Appliances that serve dual purposes, such as those used for both cooking and heating or power and heating.
- Any damage caused by accidents or anything beyond normal wear and tear.

Central Heating System

We can help with:

- Repairs to standard components of your heating and hot water system, including pumps, motorized valves, radiator valves, and the pipework. This also covers parts associated with the hot water feed and expansion tank.

We do not help with:

- Maintenance, cleaning, replacement, or repair of magnetic filtration devices.
- Tasks specified in your user guide, such as re-pressurizing the system or bleeding radiators.
- Non-standard components or systems, including towel rails, towel rail valves, and curved radiators.
- Issues with airlocks, or balancing and venting of radiators.
- Replacement of irreparable radiators, water tanks, or cylinders.
- Electric immersion heaters and condensate pumps.
- Components specifically designed for underfloor heating, swimming pools, or renewable energy systems.
- Unvented hot water systems, thermal storage systems, warm air systems, or any systems requiring specialized work or qualifications.
- Any accidental damage or issues beyond normal wear and tear.

Hot and Cold Pipes

We can help with:

- Addressing leaks in the hot and cold-water pipes located inside your property, specifically between the stopcock and your taps or appliances.

We do not help with:

- Connections to appliances, including hoses for washing machines and dishwashers.
- Any damages caused accidentally or issues not related to regular use and wear.

Gas Supply Pipes

We can help with:

- Repairing gas leaks on copper gas pipes within your property that deliver gas from the domestic gas meter to your gas appliances.

We do not help with:

- Issues with hoses and gas connections on the gas meter, cooker, hob, gas fire, or any appliance other than the boiler.
- Damages caused by accidents or problems not related to normal usage and wear.

Electrics

We can help with:

- Addressing issues with the mains wiring and electrical systems within your property, including circuit breakers, light fittings, fuse boards, switches, and sockets connected to the main power supply.

We do not help with:

- Problems with electrical appliances, burglar alarms, camera systems, shower pumps, cooker extractor hoods, storage and panel heaters, underfloor heating systems, swimming pool equipment, controls, pumps, detectors, electrical plugs, rewiring, solar panels, and their inverters.
- Issues with supply cables leading up to the fuse box or any mains isolation switch if installed.
- Outdoor lighting and any electrical equipment located in outbuildings or outside the main property.
- Cables wrapped in rubber or lead.
- The replacement or upgrading of fuse boards or consumer units.

Water Supply Pipes

We can help with:

- Repairs to burst mains water supply pipes on your property that fall under your responsibility.

We do not help with:

- Damages caused accidentally or problems not related to normal usage and wear.

Drains

We can help with:

- Addressing issues with leaking or blocked standard domestic drains, both internal and external, within the boundaries of your property, for which you are responsible.

We do not help with:

- Drains that are shared and not solely under your responsibility.
- Drains that have collapsed or been damaged due to tree root intrusion.
- Blockages caused by items not meant to be flushed or drained, like fats, nappies, baby wipes, toilet fresheners, and other non-flushable items.
- Waste fittings connecting internal waste pipes to sanitary ware, including plug holes, pop-up waste, and sanitary overflow fittings.
- Problems with rainwater guttering and downpipes, manhole covers, soakaways, cesspits, drainage pumps, macerators, septic tanks, treatment plants, and their outflow pipes.
- Any accidental damage or issues not related to normal use and wear.

Taps & Toilets

We can help with:

- Fixing standard taps within your property that are dripping or seized, including the replacement of non-ceramic tap washers.

Note: If your taps are irreparable and easily accessible, we might replace them. However, you will need to provide the new taps, and they must be on-site ready for the day of the appointment.

- Repairing standard toilets that have issues like leaks, blockages (refer to terms on Drains above as to what type of drain faults are covered), problems with filling or flushing, or overflowing, as well as standard mechanical parts available from major UK trade suppliers.

Note: If your standard toilet requires unique mechanical parts not readily available from major UK suppliers, and standard parts cannot be used, you will need to source and provide these parts for us to complete the repair.

We do not help with:

- Electrical toilets, saniflows, or macerators.
- Non-standard toilets, including wall-mounted, concealed, or pressurized models.
- Toilets that need to be removed for repairs or

are irreparable and require replacement.

- Outside taps.
- Repair or replacement of any sanitary ware, such as sinks, basins, baths, or toilet bowls, whether ceramic or made of other materials.
- Any accidental damage or issues not related to normal use and wear.

Pest Control

We can help with:

- Dealing with infestations of brown or black rats, and house or field mice inside your home.
- Addressing wasps and hornets' nests located within your home, garden, outbuildings, or garage.

We do not help with:

- Pest problems where proper hygiene practices have not been followed.
- Any type of damage that has been caused by pests.
- The removal of wasps or hornets' nests that have already been treated.

Section 5: Heat & More Contact Details & Opening Hours

i. Contact details:

By post - SR MCR Limited Unit A, 82 James Carter Road, Mildenhall, Bury St. Edmunds, England, IP28 7DE

By phone - 0330 133 9046

ii. Operating Hours

Our services for non-urgent matters are available from 8:00 AM to 7:00 PM, Monday through Friday, excluding public holidays.

iii. Emergency Support

For emergencies, you can reach us anytime, 24/7, on our emergency line at 0330 133 9046. This includes assistance for situations like:

- Uncontrollable water leaks within your property.
- Situations where you are completely unable to enter your property.
- Instances of break-ins where your property's security is compromised.

If you suspect a gas leak, it's important to contact the National Gas Emergencies immediately. You can do so for free by calling 0800 111 999

- iv. **Scheduling a Repair** - Booking a repair is quick and easy when done online, available 24/7. Just log in to your account, navigate to 'Book a Repair,' answer some brief questions, and we'll get in touch with you promptly. If you prefer, you can also reach out to our support line at 0330 133 9046 for assistance.

- v. Lodging a Complaint - To file a complaint, you have several options:
- The quickest method: Log into your account, go to 'Support,' and open a New Support Ticket. You can even upload images if necessary.
 - Phone us at 0330 133 9046, available Monday to Friday from 9:00 AM to 5:00 PM.
 - Email us at customerservice@heatandmore.co.uk.
 - Send a letter to: Customer Relations Manager, SR MCR Limited, Unit A, 82 James Carter Road, Mildenhall, Bury St. Edmunds, England, IP28 7DE.

Your complaint will be handled as per our complaint procedure, which is detailed on our website at heatandmore.co.uk/complaints.