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YOUR COVER PLAN  
TERMS AND CONDITIONS



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*a family run business...*

## WHY CHOOSE OUR SERVICES?

Our heating and plumbing technicians are some of the best in the industry due to their skills, attitudes and experience. This is why we have become a well-known and recognised company within South Wales. Groves Gas as a company will care for your home or business as if it were our very own. We always complete our installations, services and repairs with efficiency and precision.

We guarantee that our workmanship for all installations, services and repairs will be of the highest standard. If you were to have any worries or issues with our work or services, we guarantee that we will come back to resolve the issue to your utmost satisfaction.

Our engineers will maintain 'Best Safety Practices' on every job we undertake. We will also carry out over and above the minimum safety checks for every appliance or installation we work on ensuring that we work to all the latest and relevant regulations ensuring you, your family, pets, employees are all kept safe.

## THE SERVICES WE PROVIDE

- › Gas Safe Installation, Servicing, Repairs and Maintenance Contracts
- › OFTEC Accredited Oil Installation, Servicing and Repairs
- › HETAS Accredited Wood Stove Installation, Servicing and Repairs
- › Warm Air Unit Installation, Servicing and Repairs
- › Commercial Servicing and Maintenance
- › Landlord Installation, Servicing and Maintenance (inc. contracts)
- › NICEIC Accredited Electrical Installation, Servicing and Repairs

# DON'T RISK BEING LEFT IN THE COLD!

## Gain peace of mind with our maintenance contracts

As homeowners, we tend not to think about the importance of our heating system, until a problem occurs. Or, as of late, the cost of running your heating system has never been so important. Costs can vary for boiler repairs, you can expect to pay around £150 for minor issues and around £400 for more severe problems. Groves Gas has prepared a maintenance contract for you to take away the burden and worry of keeping your heating system running. We wanted to outline a number of reasons why you should be considering a cover plan for your home with us...

### BOILERS CAN BE EXPENSIVE TO REPAIR:

Unexpected boiler or heating system breakdowns can often come as an unwanted surprise, and typically at the worst of times. These unwanted and unplanned expenses paid to fix it could be easily avoided altogether with our Ultimate System Care Plan.



### ANNUAL BOILER SERVICES CAN PREVENT FUTURE PROBLEMS:

By keeping your boiler regularly serviced and maintained with one of our maintenance agreements, this will help reduce potential breakdowns during the time you need it most. This will also keep the boiler running at optimum efficiency.

### PROVIDING SOME PEACE OF MIND:

Whether you pay for your cover monthly or annually, you are 'buying' yourself the peace of mind in knowing that your boiler and/or heating system is covered in the event of any problem by a highly skilled workforce.

### CUSTOMER SAVINGS:

In the event that you don't have cover and need to call out an engineer, this is yet another avoidable extra expense. On most of our contracts, this is included in your plan and you won't have to pay for the call out or the parts! Our engineers are trained to give the best energy advice.



# SERVICE PLANS

## Option 1

### Service Only

For £8.00 / Per Month OR  
1 Month Free when you pay upfront  
(£88.00 / Per Year)

If you don't want the stress of remembering to get your boiler service done every year, let us take care of this for you.

#### What This Cover Plan Includes:

- Annual Boiler Service
- Annual Service Reminder
- 5% Off Other Groves Gas Services and Products
- No Excess or Hidden Costs

#### What This Cover Plan Does Not Include:

- Boiler Repairs
- Heating System Repairs

## Option 2

### Under Guarantee Care

For £22 / Per Month OR  
1 Month Free when you pay upfront  
(£242 / Per Year)

If you are someone who's boiler is under guarantee and are looking to have the remainder of your heating system taken care of, this would be a great plan for you!

#### What This Cover Plan Includes:

- Annual Boiler Service
- Annual Service Reminder
- If we have installed your Worcester boiler, we can repair it under guarantee
- Parts and Labour on your heating system
- Central Heating Repairs e.g. Pumps, Radiator Valves, Pipe Work and Control Valves
- Repair of Central Heating Controls
- The only maintenance agreement you will find that covers chemical treatments and Powerflushing if we feel its needed.
- Fixed and plumbing pipework
- 10% Off Other Groves Gas Services and Products.
- No Excess or Hidden Costs

#### What This Cover Plan Does Not Include:

- Decorative Radiators
- Inaccessible Pipework

## Option 3

### Ultimate System Care

For £42 / Per Month OR  
1 Month Free when you pay upfront  
(£462 / Per Year)

If you want some peace of mind that your boiler, heating system and controls are covered, our Ultimate System Care is perfect for you!

#### What This Cover Plan Does Not Include:

- Decorative Radiators
- Inaccessible Pipe Work

#### What This Cover Plan Includes:

- Annual Boiler Service
- Annual Service Reminder
- Parts and Labour on your heating system
- Central Heating Repairs e.g. Pumps, Radiator Valves, Pipe Work and Control Valves
- Repair of Central Heating Controls
- Beyond Economical Repair (we will replace for an equivalent boiler to our recommendation if less than 8 years old at our discretion)
- The only maintenance agreement you will find that covers chemical treatments and Powerflushing if we feel its needed.
- Fixed and plumbing pipework
- 12% Off Other Groves Gas Services and Products.
- No Excess or Hidden Costs

# YOUR COVER PLAN PROCESS

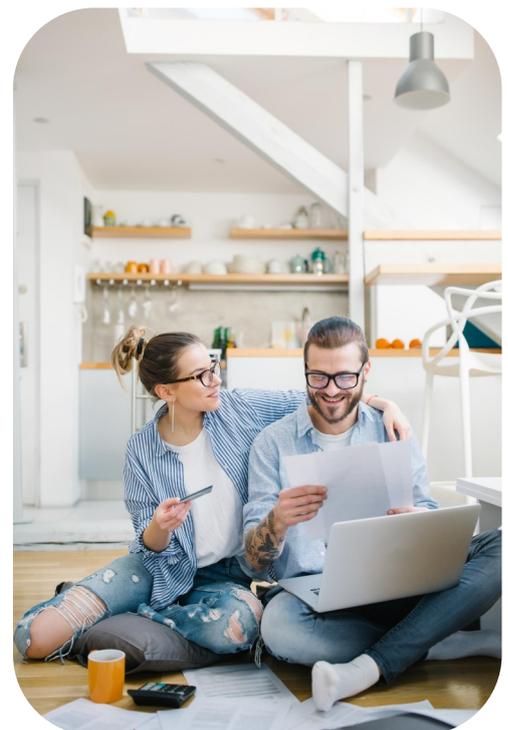
We aim to make the process of obtaining the right service cover for your home as easy as possible. As a business, we encourage homeowners to consider this process in spring or early summer as it's typically warmer and gets the plan in place for when the frosty weather starts to arise. Also, it means that any additional requirements can be put in place before the winter months start.

To begin, one of our engineers will come to your property and survey your boiler and heating system at a time which best suits you.

If your system does not meet the requirements of our cover plans, we may instruct you on what amendments will be required on your boiler or heating system to allow the cover plan to commence.

After all checks (and possible works) are done, our office will soon make contact with you to arrange a convenient time to get the cover plan paperwork signed and payment set up. Your agreement is reviewed annually, to ensure that it meets our minimum requirements. If they do not, we will write to you about any changes.

According to research, over 70% of homeowners forget when their boiler is due for a service. We do understand that people can have busy lifestyles and it can be easy to forget something that seems so insignificant. However, there are many problems that can arise from not getting your boiler serviced annually, and we are here to prevent them. So, we will contact you every year around the same period to remind you that your boiler is due for it's annual service.



# STANDARD TERMS FOR ALL COVER PLANS

## REQUIREMENTS FOR A COVER PLAN CUSTOMER:

- › All information provided must be true and factual throughout the cover agreement.
- › Your boiler must have been installed, maintained and used in accordance with the manufacturers instructions.
- › No third party interference will be covered.
- › If your boiler breaks down or malfunctions, you must take reasonable steps to limit further damage, such as discontinuing use.
- › You must ensure that the monthly payments are correct and paid on time.
- › It is your responsibility to ensure that someone aged 18 or over is at the property when our engineer arrives in order to provide access.
- › In the event that our service engineer can't carry out the annual service because no one was able to provide access, you may be charged our standard call out rate.

## IF YOU MOVE PROPERTY:

As soon as you know that you are leaving your existing property, please let us know so we can update our records. Plus, if you want us to carry on with your service cover plan at your new property, we'd be happy to arrange a home survey before we agree to the relevant cover plan for your new property.

## WHY WE MAY CANCEL YOUR AGREEMENT:

- › If you give false information.
- › Failure to make the necessary payments.
- › We are unable to find the parts to keep your appliances working safely.
- › Any change of circumstance (inc. health and safety issues) that would make it inappropriate for the contract to continue.

## IF YOU WANT TO CANCEL:

This agreement runs until you tell us you would like to cancel, or if we cancel it due to the situations listed above. A cancellation charge of £15 is applicable if you cancel before the expiry date. Either party can cancel this agreement at any time providing at least 14 days notice. There are more T & Cs about cancelling, please check our website for details.

# YOUR ANNUAL GAS BOILER SERVICE

Your service cover plan incorporates a provision for an Annual Gas Boiler Service by Groves Gas. This will be completed in accordance to the current Gas Safety Regulations (for installation and use) along with the manufacturer's instructions for your boiler. Please make sure that you have the manufacturer's instructions available for the engineer when they attend. We will need direct access to your boiler, so please ensure that any obstacles or items are removed so our engineer has a clear view of your boiler and surrounding pipework.



## YOUR BOILER SERVICE INCLUDES:

- > A visual inspection of the flue
- > Inspection and cleaning (if necessary) of the burner, combustion chamber, any injectors, and the heat exchanger
- > Inspection of ignition devices, i.e. pilot lights and/or spark and flame sensing electrodes
- > Checking the integrity of all seals and gaskets
- > Ensure any condensate taps and drains are free from debris
- > Testing the appliance in accordance with the manufacturer's instructions to ensure:
  - \* Heat input and/or operating pressure are correct
  - \* Flue is working effectively
  - \* All ventilation requirements are to current standards
  - \* All safety devices are operating correctly
- > Testing of all disturbed gas connections
- > Testing of heating and hot water
- > Visual inspection of any other gas appliances
- > Written notification of any defects which may affect operation of appliances
- > Assessment of current heating controls and advice regarding energy efficiency
- > Cleaning of system filter
- > A final combustion analysis and measurement against tolerances set by the manufacturer.

### Boiler service doesn't include:

- > Any maintenance or remedial work that is not part of the service care agreement.

# OUR SUPPORT SERVICES DETAILS

## OUR CONTACT DETAILS:

In order to ensure that your boiler continues to work properly at optimum performance, you have access to our brilliant office support team who are available to help. You can reach them on 01633 875541 or [hello@grovesgas.co.uk](mailto:hello@grovesgas.co.uk), during the hours of 8am-5pm on weekdays, and 8am-3pm on Saturdays. It is also recommended that you look at both our website and social media pages as we'll likely be giving away heating advice that you may need during the winter months!



## YOUR ANNUAL SERVICE:

Every year, one of our customer support team will contact you to arrange for an engineer to visit your home to ensure that your boiler is working efficiently. This is essential to verify that your boiler continues to perform at its optimum level. It is crucial this is done since it continues to validate the manufacturer's guarantee. Our service engineer can also be of assistance in ways of explaining how to use your boiler correctly and using its controls. Thereafter, future servicing will be arranged around this same period every year. We will, of course, work around your availability, but servicing is mainly done on weekdays between 8am and 5pm. Please note that, where possible, annual service visits will be scheduled for the summer months.



## YOUR SAFETY IS OUR PRIORITY:

Here at Groves Gas we have a very important role, and that is the safety of our customers. On the occasion that our service engineer finds that your boiler is unsafe (and, if relevant, unable to be immediately repaired) they will label it with a warning notice and it must not be used until the fault has been corrected. This is extremely necessary for the safety of those at the property.

# OUR SUPPORT SERVICES DETAILS



## REMOTE SUPPORT:

As one of our service cover customers, you will receive the additional benefit of 'remote support'. Therefore, in the event that you encounter a problem, we may try to resolve the problem remotely. This involves a representative from our experienced support team talking you through a step-by-step guide to resolve the fault. However, if we are unable to resolve the problem, we will schedule an onsite visit for one of our gas engineers to get your boiler working correctly again.

## HOME SERVICE VISIT:

Where an onsite visit is approved, we'll organise a gas service engineer visit. During normal working hours, which are 8am to 5pm (except on public holidays) on weekdays on a date agreed with yourself prior to the appointment. We will require access to all relevant areas and our service engineers must be working in a safe environment. In case of an emergency, our on call engineers may attend your property in the evening and during weekends. Our engineers will identify themselves as 'Gas Safe' and will have their relevant Gas Safe cards available for inspection if requested.



## LANDLORDS (CP12 CERTIFICATE):

If you are a tenant, then our agreement will be with your landlord, and therefore all communication will be with the landlord and not the tenant. Once the annual service has been completed, the CP12 will be issued to the address of the landlord, unless we are instructed otherwise. In the event that additional work is required, then authorisation will be requested directly from the landlord.



# ABOUT US

Groves Gas is a family centred business which was founded in 2006 by Shaun Groves, with the aim of being the most honest and trustworthy independent specialist in South Wales. We are a genuine family run business who put our customers first with our outstanding customer service.

For over 16 years, Groves Gas has now established itself as one of the leading independent gas, plumbing, and heating company in South Wales. We have also expanded into oil, solid fuel, wood burners, warm air, electrical works and stove fitting along with a stove showroom situated in Cwmbran. We provide top tier servicing, installations and maintenance of appliances. All of our work is guaranteed to conform to the latest standards and regulations.

After hitting this massive milestone as a business, we decided that we're finally going to launch our brand new and improved cover plans. These will help you as a customer keep up to date with your yearly boiler service, along with carrying it out as standard. Then, further plans allow you to have the peace of mind that parts and labour will be covered.

We truly hope you choose one of our cover plans, because after all, we always want what's best for our customers, and this is what it is.

*Thank You,*

*Groves Gas*

