

# TFR Gas Care Packages 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 Care Packages terms and conditions extremely clear so you know exactly what is and isn't covered.

## **1. Scope of Contract**

1.1 TFR Gas will provide the level of cover described within the 'Plan Summary' below subject to an initial chargeable service and inspection.

1.2 When referring to 'We' this refers to TFR Gas

1.3 This contract is strictly a maintenance contract and is not an insurance policy. TFR Gas 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 Energy Saver Plan

Here is what is included in our Energy Saver Plan:

- Annual Service
- Annual Co Alarm Check
- Gas Safe Engineers
- Gas Pipework Checks
- Priority Call Out

### 2.2 Energy Efficiency Plan

Here is what is included in our Energy Efficiency Plan:

- Annual Service
- Annual Co Alarm Check

- Gas Safe Engineers
- Gas Pipework Checks
- Priority Call Out
- 24-Hour Emergency Call Out
- Central Heating System
- Pipework

### 2.3 Energy Exclusive Plan

Here is what is included in our Energy Exclusive Plan:

- Annual Service
- Annual Co Alarm Check
- Gas Safe Engineers
- Gas Pipework Checks
- Priority Call Out
- 24-Hour Emergency Call Out
- Central Heating System
- Pipework
- Repair Parts Covered
- Labour Covered

### 2.4 Energy Installation Plan

This plan is exclusively for customers who have had a boiler installed by TFR Gas.

Here is what is included in our Energy Exclusive Plan:

- Annual Service
- Annual Co Alarm Check
- Gas Safe Engineers
- Gas Pipework Checks
- Priority Call Out
- 24-Hour Emergency Call Out

- Central Heating System
- Pipework
- Repair Parts Covered (Covered under boiler warranty)
- Labour Covered

### **3. Annual Service**

3.1 One of our Gas Safe qualified engineers will perform the service and safety check in line with the manufacturer's instructions

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

- Check emissions using a fully calibrated flue gas analyser
- Check the inlet and working gas pressure
- Clean condensate trap
- Clean magnetic filter (if fitted)
- Clean inside of boiler case
- Gas rate if required
- Test of safety devices and all safety checks in line with Gas Safe guidelines

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

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

3.5 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.

3.6 The annual service will be carried out Monday to Friday between 9 am and 5 pm unless otherwise agreed by TFR Gas

### **4. Annual Carbon Monoxide Test**

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

### **5. Priority Callouts**

5.1 We will endeavour to attend all breakdowns reported during working hours within 24 hours.

5.2 In the event of a breakdown being reported on Saturdays, Sundays, Bank Holidays or after working hours, we endeavour to attend the property the next business day.

5.3 The timeframes outlined above are subject to workload and availability

## **6. 24 Hour Emergency Callouts**

6.1 We will endeavour to attend your property as soon as possible, subject to workload and availability.

## **7. Exceptions**

7.1 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 the customer if it fails)

7.2 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.

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

7.4 Any breakdowns caused by blocked drains backing up into the boiler.

7.5 Replacement of cosmetic parts such as boiler casings and covers

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

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

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

## **8. Missing / Cancellations of Appointments**

8.1 If the engineer attends an arranged breakdown callout or annual service and the customer is not available a rebooking fee of £25 is charged to re-attend.

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

## **9. Use of Subcontractors**

9.1 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

## **10. Period, Renewal and Payment Contract**

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

10.2 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

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

10.4 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

10.5 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 an administration fee of £25 on the account along with payment to get the account balance up to date

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

## **11. Certificates**

11.1 All certificates will be held electronically by TFR Gas

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

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

## **12. Cooling Off Period**

12.1 Customers are entitled to a full refund within 14 days of signing the contract. Any breakdowns within this cooling-off period will be charged the full amount in the event of cancellation.