

Advanced Care Cover Plan Terms & Conditions

1. Introduction

These are the terms and conditions of the Advanced Gas Care Plans.

They include the terms of your care plan including what is covered and what is excluded.

Please read these terms carefully before agreeing to your Advanced Care Plan.

2. Initial Inspection

Prior to taking out one of our care plans an engineer will attend your property to carry out an annual boiler service and system health check. Should any parts require replacement, the cost will be chargeable prior to the start of the plan. If we deem the system/boiler unsuitable for our cover, the visit will be charged as an annual boiler service.

3. Cover Start Date

Your cover will commence after we have inspected your boiler/system health check. The minimum subscription period is 12 months from the date of first payment. Once the first payment is made, the agreement is ongoing unless cancelled by the customer or by us.

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www.ag-s-gas.co.uk
info@ag-s-gas.co.uk



Registered Office Advanced Gas Services (East Yorkshire) Ltd.
Hotham Street, Hull HU9 1RD

Registered in England No. 4259137 • Gas Safe Reg Number 191239
VAT No. 772615910 • To pay by BACS • Account Name: Advanced Gas
Account Number: 26420768 • Sort Code: 30-94-44



INSTALLATION
SERVICE
REPAIR

4. What we cover

System Cover

- Annual boiler service (including serviceable parts i.e burner seals)
- Inhibitor
- Call out charges and labour
- Programmers and thermostats (including internet controls)
- Gas pipework
- Accessible central heating pipework and components
- Standard radiators
- Radiator valves
- Copper hot water cylinders and tanks (including ball valves)
- Zone valves, mid position valves & central heating pumps
- System filter
- External filling loops, inline scale reducers & shock arrestors
- Condensate pump

Silver Cover

- Annual boiler service (including serviceable parts i.e burner seals)
- Inhibitor

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Gold Cover

- Annual boiler service (including serviceable parts i.e burner seals)
- Inhibitor
- Call out charges and labour
- Boiler parts

Platinum Cover

- Annual boiler service (including serviceable parts i.e burner seals)
- Inhibitor
- Call out charges and labour
- Boiler parts
- Programmers and thermostats (including internet controls)
- Gas pipework
- Accessible central heating pipework and components
- Standard radiators
- Radiator valves
- Copper hot water cylinders and tanks (including ball valves)
- Zone valves, mid position valves & central heating pumps
- System filter
- External filling loops, inline scale reducers & shock arrestors
- Condensate pump

Please note if the cost of a repair exceeds £600 the boiler will be deemed beyond economic repair. A quote will be provided for a replacement boiler, £400 will be deducted from the quotation price.

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5. Exclusions

- Repairs within the 1st 30 days of starting your care plan
- Unvented cylinders and components, elson tanks and thermal storage units
- Underfloor heating and associated controls, electric elements in radiators, lead pipework, shower pumps and solar systems
- Damage caused by system contamination, limescale, sludge or any other debris in the system
- Inaccessible pipework (removal of flooring, cupboards, boxings or any other fixed building materials)
- Breakdowns resulting from accidental damage, including fire, theft, storm water, lightning, flood or frost
- Any defect caused by damage or breakdown caused by malicious or wilful action, negligence, misuse or third-party interference (including any attempted repair or modification to the central heating system that does not comply with industry standards)
- Any breakdowns resulting from a fault with gas, water or electrical supply
- Decorative/feature radiators and valves and towel radiators
- Any domestic hot or cold pipework
- Any cosmetic damage i.e scratched boiler casing or chipped radiator paintwork

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