



SUPPLY OF SERVICES

Kingstown Works Limited (KWL)

19.10.2015

1. Services

1.1 We will provide you with following services (“Services”):

- 1.1.1 During our initial conversation with you we will run through a checklist and once we have taken your details, we will make an appointment to attend your property. For your convenience we will always, where possible, agree an appointment date/time with you within 30 days of your initial contact.
- 1.1.2 Before we attend the appointment we will send you a welcome pack of information which will include service agreement, terms and conditions, the services we provide and any other information that may be required. This will form the contract between us once you have signed and placed your order for this applicable maintenance package then the applicable maintenance package (as described below) will start.
- 1.1.3 We will make an appointment to attend your property with you in order to inspect your Gas Boiler to ensure it meets current legislation and is in a reasonable state of repair. If your Gas Boiler is satisfactory in our opinion we may, at our option, carry out a Gas Service on your Gas Boiler at the same time as the initial inspection.
- 1.1.4 If your Gas Boiler upon initial inspection requires replacement or repairing before we enter into our agreement, we can provide a quotation for carrying out the work, and there is no obligation for you to accept our quotation as long as the work is carried out by a qualified and proficient engineer. Once the work is completed, we can proceed with the maintenance plan, if the Gas Boiler is now in good working order.

- 1.1.5 Thereafter we will carry out an annual inspection visit on or around the anniversary of the agreement. We may change the anniversary date to suit demand however the anniversary date will always be within a 12 month period in accordance with our Terms and Conditions.
- 1.1.6 We are only able to provide the Services on normal working days which are Monday to Friday and excluding all bank holidays in England and Wales.

2. Product Options

- 2.1 At the Initial Inspection, or during any telephone conversation with us, you may choose the option of either of the Services set out below. Your choice will then be noted on the Service Agreement.
 - 2.1.1 The first option is KWL Protect Silver which covers your Gas Boiler and provides an annual Gas service within a 12 month contract period. If the Gas Boiler requires a replacement part at the time of the service we can provide a quotation to carry out the work.
 - 2.1.2 Should you report a breakdown at any other time we will attend and diagnose the problem the same working day if reported before 12 (noon), any time after that it will be the next working day (Mon-Fri), (as working days are described in clause 1.1.5) at this point we can provide a quotation for any work as required.
 - 2.1.3 The second option is KWL Protect Platinum which is as 0 but includes materials up to the value of £100 for each repair (maximum of 2 within a 12 month contract period (third and subsequent attendance will be fully chargeable), this includes any work required at the time of the service or a breakdown request but is not applicable for any work required at the initial inspection.
 - 2.1.4 Subsequent visits within the 12 month contract period will be subject to full labour and material charges.

3. Work forming part of the Services

3.1 As part of the Services we will undertake the following work: irrespective of which Service option you have selected:

Gas Boiler Cover Inclusions

- 3.1.1 Flue & terminals checked. (We will check that the Gas Boiler, flue and vents are working in accordance with legal requirements).
- 3.1.2 All safety devices checked.
- 3.1.3 Gas pressure & heat input verified.
- 3.1.4 Operating pressure reset.
- 3.1.5 Combustion fan checked.
- 3.1.6 Heat exchangers checked.
- 3.1.7 Seals (gas & water) checked. The inspection will include checking your Gas Boiler for corrosion and leaks.
- 3.1.8 Burners checked.
- 3.1.9 Ignition system checked.
- 3.1.10 Performance test carried out (On all Gas Boilers with suitable test point or accessible flue terminal).
- 3.1.11 Controls checked.
- 3.1.12 Advice provided on using your heating controls more efficiently.
- 3.1.13 Annual gas service record provided.

3.2 Gas Boiler Cover Exclusions

- 3.2.1 Repairing damage caused by scale, sludge or other debris.
- 3.2.2 Repairing or replacing flues, including the flue terminal, that are over 1 metre in length.
- 3.2.3 Servicing and maintaining electric boilers.
- 3.2.4 Accidental damage.
- 3.2.5 Any Gas Boiler over 70kW and/or not purpose built for domestic use.

- 3.2.6 Combined Fire and Back Boiler Units, Gas Warm Air Units, Open Flue Appliances.
- 3.2.7 Any improvements or enhancements to your appliances or system. i.e. Power flush.
- 3.2.8 Checks or maintenance required on any gas appliance other than the Gas Boiler.
- 3.2.9 Misuse.
- 3.2.10 Any maintenance or remedial work which does not form part of the annual gas service plan. Any work would need to be covered at your cost.
- 3.2.11 Contributions toward breakdowns during the first 28 days of your initial period of agreement from the date you have signed the agreement.
- 3.2.12 Circumstances that you were aware of or which existed before the start of this agreement or which occur during the first 28 days of your cover under the agreement.
- 3.2.13 Existing Faults.
- 3.2.14 The removal of asbestos.
- 3.2.15 Any repair or replacement of domestic appliances.
- 3.2.16 De-scaling and any work arising from hard water scale or from damage caused by excessive water or sludge resulting from corrosion.
- 3.2.17 Chemical Flush.

Any other Services can be included within the Services and added to this list at any time by agreement between the parties.