



Failsafe Boiler & Control Care – Option 2

This covers the boiler and controls of a single heating system with one boiler. This includes an annual boiler service and any callouts relating to a boiler or controls failure.

What is covered:

Partial or total loss of heating and/or hot water following a failure or breakdown of the central heating system caused by the boiler or boiler control.

This includes the below

- Boiler
- Internal or external boiler programmer
- Room thermostat
- Hot water cylinder thermostat
- RF wireless programmers and room thermostats
- Annual boiler service as detailed in option 1

We will only use approved replacement parts from the original manufacturer and sourced from our approved supplier.

What is not covered:

- Separate hot water heaters are not classed as Boilers
- Radiators, heating and hot water pipe work, thermostatic and lock-shield radiator valves, radiators, or pipe work drain off valves.
- Normal day to day maintenance for which you are responsible, for example repressuring or balancing of the central heating system, adjustments to the timing, temperature and other controls of the central heating boiler, or the addition of corrosion inhibitors.
- Damage caused while your home is unoccupied.
- Damage arising because of disconnection and reconnection to or interruption of the gas, electricity, or water mains services to your home such as power cuts and maintenance work.
- Payment for any inconvenience or damage caused by delay beyond our control.
- Replacing (where a repair is not possible) lead or steel pipes other than the gas supply from your meter to the appliance.
- Unvented pressurised cylinders controls and thermostats.
- Electric central heating systems, solid fuel, and dual-purpose boilers (e.g. like an Aga or Rayburn)
- Solar panels or 'green' or 'renewable energy' systems.
- Central heating systems and or heating controls specifically designed for piped or underfloor heating.
- Remote control central heating systems, mobile phone or any other internet connected heating controls equipment whose primary purpose is operating your central heating system.
- One pipe central heating system.
- Warm air central heating system.
- Damage caused by or arising from sludge, scale and other debris in the central heating system and related pipework.
- Repair or replacement of flue systems (not including gas fired appliance flue).
- Any problems relating to pipes and condensate pipes cause by freezing weather conditions.
- The need for repair caused by anyone other than that tradesperson authorised by us.

- Any pre-existing fault determined by us.
- Any equipment not installed, operated, maintained, or repaired in accordance with established practice or manufacturer's instructions, statutory regulations, or British standards.

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