



### **Fail-safe Boiler, Control and Central Heating Care – Option 3**

This covers the boiler and controls of a single heating system. This includes an annual boiler service and any breakdown callouts relating to a boiler or controls failure. Alongside this, option three includes Boiler controls and central heating associated accessories including radiators and valves.

#### **What is covered:**

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

- Integral controls
- The boiler
- Thermostats frost thermostats
- Circulating pumps
- Motorised valves
- Time clock or programmer
- Thermostatic and lock-shield radiator valves
- Cleaning of Magnetic filter only (Exclusions apply \*As detailed in not covered\*)
- Automatic air vents
- Above ground central heating pipework.
- Radiators including Towel radiators (Excluding designer varieties)
- Annual boiler service.

We will only use replacement parts from the original manufacturer or our approved suppliers.

#### **What is not covered:**

- Electric central heating systems, solid fuel, and dual-purpose boilers (e.g. like Aga, 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 systems.
- 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 fires 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.
- Replacement of Magnetic filters, seals and connection valves\*
- 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.
- Separate hot water heaters are not classed as Boilers.
- 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, venting (bleeding) of radiations, or the addition of corrosion inhibitors.
- Damage caused while your home is unoccupied.

- Damage arising because of disconnection and re-connection to or interruption of the gas, electricity, or water mains services to your home, such as power cuts and maintenance works.
- 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.

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