

## Griffiths Heating Boiler Care Plans - Terms and Conditions

### 1. Definitions

1.1 Policyholder - The individual named in the Care Plan agreement.

1.2 Boiler - The main domestic central heating boiler located at the insured premises.

1.3 Breakdown - A sudden and unforeseen mechanical or electrical failure that causes the boiler to cease functioning correctly.

1.4 Emergency - A situation posing immediate risk to health, safety, or property (e.g. major water leak, total loss of heating/hot water).

1.5 Insured Premises - The property specified in the Care Plan agreement.

### 2. What's Covered

2.1 The plan provides cover for:

- Genuine boiler breakdowns.
- Leaks directly from the boiler or its pipework.
- Heating-related emergencies that render the property uninhabitable or unsafe.

2.2 Bronze Plan includes:

- Annual boiler service and safety check.
- Flue gas analysis and internal component check.
- Gas leak test and system water quality check.
- Cleaning of system filters (if present).
- Efficiency check and control optimisation.
- Priority call-out for boiler breakdowns.

Note: No parts or labour included.

2.3 Silver Plan includes all Bronze features, plus:

- All parts and labour for repairs within the boiler casing (excluding main heat exchanger).
- Unlimited call-outs with no excess.

2.4 Gold Plan includes all Silver features, plus:

- Breakdown cover extended to the entire heating system, including:
  - Radiators, valves, TRVs, zone valves.
  - System pipework.
  - System balancing and efficiency checks.

### 3. Call-Outs & Fair Use

3.1 Unlimited call-outs are allowed, subject to fair usage.

This service is not for minor complaints or convenience visits. It is for breakdowns and genuine problems.

3.2 The following are not covered under any plan:

- Cosmetic issues or noises with no performance impact.
- System pressure top-ups, pilot relighting, radiator bleeding, or thermostat resets.
- Issues caused by poor installation, third-party work, or pre-existing faults.

3.3 Misuse or repeated non-qualifying call-outs may lead to:

- Investigation and written warning.
- Temporary suspension or cancellation of cover.

### 4. What's Not Covered (Exclusions)

This plan does not include:

- Boilers beyond economic repair or past manufacturer life expectancy.
- Commercial or non-domestic systems.

- Unsafe, incorrectly installed, or non-compliant systems.
- Main heat exchanger replacement.
- Consequential damage to the property or its contents.
- Damage due to misuse, tampering, or deliberate acts.

## 5. Customer Responsibilities

### 5.1 The Policyholder must:

- Maintain the boiler as per manufacturer guidance.
- Report issues promptly and accurately.
- Provide reasonable access for repairs.
- Avoid misuse, tampering, or unauthorised repair attempts.

## 6. General Terms

6.1 The plan is non-transferable and applies only to the registered property.

6.2 All repairs must be carried out by Griffiths Heating or appointed engineers.

6.3 We reserve the right to cancel the plan or refuse renewal if the system is unsafe, obsolete, or uneconomical to maintain.

6.4 Care Plan members receive a 10% discount on boiler replacements installed by us.

6.5 Plans auto-renew annually unless cancelled by either party with 14 days' notice.

## 7. Governing Law

This agreement is governed by the laws of England and Wales. Any dispute will be handled by the appropriate courts within this jurisdiction.

## 8. Cancellation & Refunds

8.1 The Care Plan is a 12-month agreement. Cancellation is permitted by either party with 14 days' notice, but additional charges may apply if a claim has been made.

8.2 If a policyholder cancels the plan before the 12-month term is completed and any service, repair, or call-out has been provided, the following charges will apply:

- The full market value of the works carried out (based on our standard, non-plan rates).
- Minus any Care Plan payments already received.
- Plus a £50 administration fee.

8.3 The above charge will be invoiced immediately upon cancellation and is payable within 14 days.

8.4 This clause applies regardless of the reason for cancellation, unless the plan was cancelled during the 14-day cooling-off period and no services have been delivered.

8.5 Griffiths Heating reserves the right to suspend or cancel the plan without refund in the event of abuse, fraudulent use, or unreasonable conduct by the policyholder.