



Maintenance Plans

- A. **1 star plan** - Boiler check-up only - **£54.00 + Priority Callout**
- B. **2 star plan** - Boiler check-up and cover for parts and labour for boiler only for up to a year - **£125.00**
- C. **3 star plan** - Boiler and radiator cover plan (Up to 10 radiators) - Boiler cover and radiator cover - **£145.00**
- D. **4 star plan** - Boiler and Radiator cover plan (10 to 15 Radiators) - Boiler cover and radiator cover - **£165.00**
- E. **Condensing 1 star plan** - (up to 10 radiators) - Condensing Boiler and radiator cover - **£165.00**
- F. **Condensing 2 star plan** - (10 to 15 Radiators) - Condensing Boiler and radiator cover - **£185.00**

Customer Details

Mr / Ms / Miss / Mrs (please circle)

Surname:- _____ Initials:- _____

House Name / Flat No:- _____

Address:- _____

Town:- _____ Postcode:- _____

Telephone:- _____

Maintenance plan:- _____ (Choose letter from the above plan choices)

System Details

Boiler Make:- _____ Model:- _____

Date Installed:- _____ Output:- _____

Number of Radiators:- _____

I have read the enclosed conditions of contract and accept that entry onto the Service Plan is subject to the Heating System passing an initial inspection.

I enclose my payment of _____ inclusive of V.A.T. and understand that if I choose to cancel the agreement after the initial inspection my money shall be returned to me less the service fee of £54.00 provided no more than one month has elapsed from inspection.

Signature _____ Date _____

For office use only

Date Received _____ Service Inspection Date _____

Inspection By _____ Pass / Fail Pass subject to remedial work

Quote customer £ _____ Date _____ Accepted _____

On Contract from Date ____ / ____ / ____ Signed _____

TERMS AND CONDITIONS – COZYHOME SERVICE PLAN

Cozy Home Services Ltd (hereafter called the Company) "Gas Central Heating Service Plan" is designed to give peace of mind when it comes to Mechanical/Electrical Breakdown of the Central Heating Unit covered by this agreement.

Mechanical/Electrical Breakdown is defined as the actual and sudden stoppage of its normal functions and which necessitates repair or replacement to resume those functions. Failure or breakdown that ultimately results from wear and tear of an item consistent with its age and usage is classed as normal wear and tear and is excluded from the scope afforded by this agreement.

This agreement covers the items listed in the section "Parts Covered" for both parts and labours and is for a period of 12 Months from the inception date and can be renewed thereafter. In the event of breakdown call Cozy Home Services with your agreement details.

The Company will provide the level of cover set out below in respect of the private domestic gas central heating system specified. This applies to private domestic central heating systems up to 35Kw output and within 10 years of installation.

PRIORITY ATTENTION

The Company will endeavour, subject to workload and labour availability to arrange for an Engineer to call the same day in response to any reported breakdown or failure of the central heating system covered by this agreement.

CHANGE OF OWNERSHIP

If the ownership of the premises in which the central heating system covered by this agreement changes, the new owner shall have the benefit of the Company's agreement for the remainder of the period for which the annual premium has been paid. No refund will be made for any un-expired portion of any agreement.

PARTS COVERED

The central heating boiler and the gas supply from the appliance isolating cock, together with the pump, thermostatic radiator valves, motorised valves and cylinder thermostat, time control, temperature controls, radiators/heat emitters,. No charge will be made in respect of Labour or Parts or Materials used in repairing any reported fault covered by this agreement.

PROVISION OF SPARE PARTS.

The Company may supply and fit replacement parts or components which are not the same as the parts being replaced and shall not be held responsible for any delay in the provision of the spare parts by suppliers.

REPLACEMENT OF CENTRAL HEATING APPLIANCE

This agreement does not include for the replacement of the appliance in the event of spare parts or components not being reasonably available.

CONDITION OF THE CENTRAL HEATING SYSTEM

Acceptance of cover on a central heating system including system components does not imply that it is installed satisfactorily to the prevailing standards. We will not accept liability for any inadequacy attributable to the original design and make no warranty as to fitness for the purpose or condition.

LIMIT OF INDEMNITY

This agreement has a maximum limit of indemnity of £500.00

EXCLUSIONS

The following are excluded from the agreement:

1. Adjustment of time or temperature controls, however advice is available by telephone.
2. The replacement of decorative parts, Heat Exchanger or Expansion vessel.
3. Any domestic water supply from the hot water cylinder to and including taps.
4. The cold water supply tank, its feed and outlets.
5. Any defect or inadequacy attributable for the original design of the gas central heating system.
6. The fabric of the building or pipe work, ductwork and flue pipe work contained therein.
7. Any defect caused through malicious or wilful action, negligence, misuse or third party interference.
8. Any defect or damage occasioned by fire, lightning, explosion, flood, storm, tempest, frost, impact, or any other extraneous cause.
9. Consequential damage or loss of any nature arising as a result of a defect occurring in the central heating system.
10. Any defect or damage arising from the failure of the public gas supply, electricity or water supply.
11. De-scaling and any work arising from hard water scale deposits or from damage caused by aggressive water.
12. Any pipe work within the system unless specifically mentioned in the section Parts Covered.
13. Any parts or components not specifically listed in the section Parts Covered.
14. Radiants, Coal Beds and side bricks forming part of Gas Fires fronting Back Boilers.

COMPLAINTS PROCEDURE

In the unlikely event that you should wish to register a complaint relating to any work carried out under the term of this agreement you should first contact:

Cozy Home Services Ltd

Universal House

36 Milton Road

Glasgow, G74 5BU

Cozy Home Services Ltd

Tel: 01355 572962

Agreement no: _____