



# HEATCARE

## TERMS & CONDITIONS

RENUVO LIMITED - UNIT 1 KINGSBURY LINK, TRINITY ROAD, TAMWORTH B78 2EXCOMPANY NUMBER – 7289284 REGISTERED IN ENGLAND

# Introduction to your HeatCare Terms & Conditions

The following information contains details of our HeatCare plan for your home. Ranging from our entry level Bronze HeatCare to our premium Gold HeatCare cover, each HeatCare plan is designed to cater for your budget and service requirements.

This document is designed to give you a clear understanding of what is covered in each HeatCare plan and what is not covered under each plan. We advise that you read these terms and conditions carefully before you take out one of our HeatCare plans. If you have any specific questions, please email [enquiries@renuvo.co.uk](mailto:enquiries@renuvo.co.uk) or call us on 01827 870 950.

**Definitions** - Wherever the following words and phrases appear, they will have the following meaning:

1. **Agreement:** means each agreement you have with us,
2. **Annual Service:** for Agreements that include an Annual Service, means a visit we undertake in each Period of Agreement to check the elements included in your Agreement are safe and in good working order. Further details are contained in the section headed 'General Conditions'.
3. **Domestic Purposes:** means at least half the rooms at the Home must be used for normal living purposes and not more than half the rooms are used in any connection with a business, trade or profession.
4. **Excess:** means an amount you have chosen to pay (as shown on your Statement) as the first part of each claim under your Cover Agreement. Further details are contained in the section headed 'General Conditions'.
5. **First Service:** for Agreements that require a First Service, means a visit we undertake towards the beginning of your first Period of Agreement to confirm we can accept the elements included under your Agreement. Further details are contained in the section headed 'General Conditions'.
6. **Fixed Fee:** means an amount you have chosen to pay (as shown on your Statement) each time we complete a repair under your Care Agreement. Further details are contained in the section headed 'General Conditions'.
7. **Home:** means your place of residence or a home owned by you that is a private domestic dwelling including any covered garage connected to your home.
8. **Maintenance Inspection:** for Agreements that include a Maintenance Inspection means a visit we undertake to check the elements included in your Agreement are safe and in good working order. Further details are contained in the section headed 'General Conditions'.
9. **Period of Agreement:** means the length of your Agreement shown on your Statement. Your Agreement begins on the date your application is accepted and normally runs for 12 months. If you add additional products to an existing Agreement, the Period of Agreement for any new products may be less than 12 months so that we can align your products so that they all renew at the same time each year.
10. **Our/us/we:** means Renuvo Limited which is the administrator and the provider of services for our HeatCare Agreements.
11. **Statement:** means a written statement you receive from us that confirms the products you hold, the price for the products and any Excess/Fixed Fee you have agreed to pay for each repair. This will be in the form of a Service Level Agreement between you and Renuvo Ltd.
12. **Heating system:** includes your heating appliance, controls, pumps, valves, tanks, pipework, cylinder and radiators.
13. **You or your:** means the person named on your Statement, together with the members of your household who normally reside with you.

## **General Conditions that apply to all HeatCare Plans**

The duration of your Agreement will commence on the date your first payment is accepted. Please note that breakdowns in the first 14 days of your first year of cover are not included in this agreement and will be chargeable.

Your Agreement price will not change during your Period of Agreement unless the Government introduces a change in the relevant tax rate. We will always contact you to tell you about any change to your price and payment instalments

All of our charges are inclusive of relevant taxes at the prevailing rate. If you would prefer to pay using our online payment facility, this will be administered via our website. Please select the relevant package and follow the payment steps. You can find more information about paying online by visiting [www.renuvo.co.uk](http://www.renuvo.co.uk)

Prior to the end of your Period of Agreement, we will contact you to tell you about any changes to what is included in your Agreement or any changes to your prices for the next year. We will automatically assume that you wish to renew your Agreement for another year, unless you tell us when we contact you that you do not wish to renew. Renewal of your HeatCare Plan is normally confirmed 14 days before your due date.

If you are required to pay for additional parts or labour charges (Bronze & Silver HeatCare Plans), you will be required to pay a deposit in order to secure the additional work needed to get your heating back up and running. Payments can be taken over the phone by a member of the HeatCare team. We guarantee all of our repair work for a period of 12 months. If your boiler breaks down again during the 12 month period, our engineer will determine whether the fault is related to a previous breakdown visit in the last 12 months and therefore whether any Excess/Fixed Fee is payable.

Agreements are only available for appliances and heating systems used for domestic heating purposes. If you own a domestic property which you let out, you can take out an agreement for your tenanted property. This will be a separate agreement from details set out in this agreement. Please ensure that you inform a member of our HeatCare team that you are letting the property.

At present, our HeatCare packages are available for all domestic properties within the Midlands area. Please note, Renuvo has the right to refuse or reject a HeatCare application based on geographic area.

We will meet our responsibilities under your Agreement(s) within a reasonable time unless it is not possible because of circumstances outside our control. If we are unable to meet our responsibilities, we will notify you as soon as possible confirming the reasons why we are unable to meet our responsibilities and provide you with an alternative time when we expect we can satisfy our obligations to you.

## 1. Heating appliances

If your Agreement includes all inclusive repairs to your heating appliance i.e. Gold HeatCare plan for gas boilers:

Before you are accepted on to our Gold HeatCare plan, we will need to evaluate your heating appliance to determine its age and working condition. **Please note, Renuvo has the right to refuse an application for Gold HeatCare plans if the engineer deems the appliance too old or beyond repair.** If this is the case, whether or not we installed your appliance, we will provide a quotation for a suitable new replacement appliance approved by us if it is not possible to repair yours because, for example, spare parts are not available, or we decide that it would cost more to repair the appliance than to replace it. When making an application for our HeatCare plan, you will be asked a few questions regarding the working condition and age of your current heating system. Please provide as accurate detail as possible when making your application.

## 2. Gaining Access to your property & arranging appointments

Our engineers need to be accompanied in your property at all times by someone aged over 18 years. It is your responsibility to allow us access to your property. If we cannot gain access, we will be unable to carry out the necessary work and you will need to arrange another appointment. If you do not arrange an appointment or we cannot gain access, your Agreement will continue even though we have been unable to carry out the work. If, after several attempts, you have not made an appointment or we still cannot gain access, we may write to you to let you know we have cancelled your Agreement.

## 3. Safety Advice

We may advise you that permanent repairs or improvements are needed to help ensure your appliance or heating system works safely (for example, to comply with gas safety regulations, such as upgrading your ventilation to meet current gas safety standards). If you do not follow our advice, it may mean that we are unable to fulfil all of our obligations to you under your Agreement. In this case, your Agreement will continue to run unless you tell us you would like to cancel or if we cancel (see following section 'General Condition – Cancellation')

## 4. Spare Parts

If our engineer does not carry the spare parts needed on the day of your appointment, we normally have access to a comprehensive stock spare parts which means we can normally get hold of most items within a day or two. Otherwise, we will do all we reasonably can to find and install parts from our other approved suppliers. We may use other approved parts or parts that have been reconditioned by the original manufacturer. The Renuvo engineer will explain this to you when he visits to ensure you understand what is needed and any cost implications to you.

## 5. Labour

One of our engineers will usually carry out the work. In some cases we may authorise a suitably qualified contractor to carry out the work. All of our contractors carry identity cards. All members of the Renuvo team will present a photographic ID card along with their Gas Safe card (where relevant). All engineer will also wear corporate Renuvo uniforms that clearly display the Renuvo logo. If you would like to verify the engineers identification with a member of Head Office, please call us on 01827 870 950 and quote the engineers name and who you are.

## 6. Guarantees

We guarantee to make good any faulty parts and/or defective workmanship for a period of 12 months from the date we completed your repair. The rights in relation to any guarantee we give you are in addition to and do not affect your legal rights under the Sales of Goods Act 1979 and Supply of Goods and Services Act 1982. You can get advice about your rights from a Citizens Advice Bureau or Trading Standards Department.

## 7. Moving Home

You will need to notify us as soon as possible about any change of address as you may not be covered in the event of a claim at your new property. Once we receive new address details from you for your new home we will transfer your Agreement to your new address, provided it meets the conditions set out in this Agreement or unless you tell us you do not want to continue with your Agreement. We will then arrange a First Service for your new Home and advise you of any variations to the plan or excess charges that the engineer has identified during the visit.

## 8. Governing Law

The terms and conditions for all Agreements are written in English and all correspondence entered into shall be in English. Your Agreement is governed by the laws of England and Wales where your home is located in England or Wales. If you require your letters and correspondences to be in a different language, please let a member of the Renuvo customer service team know.

## 9. First Service

If your Agreement includes a First Service, we will arrange to inspect your heating appliance, controls, heating system and any other appliances (depending on what HeatCare plan you are subscribed to) to help ensure we can include them in your Agreement and that they are safe and in good working order. We will normally carry out your First Service within 30 days of your first Agreement, although it may be later if there is a lot of demand for our services especially in colder weather. Our engineer will fill in a service or breakdown job report to show you what has been inspected. If your First Service reveals a problem (such as appliances for which we know we cannot obtain parts, or heating systems that are inaccessible or in breach of statutory regulations) we may:

- Tell you what work is needed and what it will cost to do that work;
- Offer you a different product which will not include the part(s) of your heating system causing the problem which we are unable to include in your Agreement; or
- Cancel your Agreement and refund any money you have paid. We will not carry out a First Service if we have already carried out a First Service or Annual Service at the same property in the previous 12 months, irrespective of any change of ownership.

## 10. Annual Service

All our HeatCare plans that are continued after the first year include an Annual Service. Appliance servicing is undertaken annually and involves inspecting your boiler, controls and central heating system (depending on what is included in your Agreement) to help ensure that they are safe and in good working order. We will normally complete your Annual Service around 12 months from the date of your First or last Annual Service. In periods of high demand for our services (such as cold weather), we prioritise breakdowns and may need to rearrange your Annual Service visit. If you have a breakdown in the four months before your Annual Service is due, we may complete it at the same time we visit to repair the breakdown to your heating system or appliance. We will not normally carry out an Annual Service if we have already carried out a First Service or Annual Service at the same property in the previous 12 months, irrespective of any change of ownership.

# **WHAT'S INVOLVED IN YOUR APPLIANCE SERVICING**

## Annual Heating System Service

Below is a list of things, where applicable, we check when we carry out your annual heating appliance inspection

<b>What is involved in the annual service</b>	
A full inspection and check of any chimney structure, more commonly known as the flue. (Gas, Oil and Biomass boilers only)	✓
Inspection and, where necessary, cleaning of the burner, combustion chamber, any injectors, fuel lines and heat exchanger in accordance with manufacturers instructions including removal, but not disposal of ash residue.	✓
Inspection of ignition devices i.e. pilot lights and/or spark and flame sensing electrodes	✓
Checking the integrity of all seals and gaskets on the appliance and heating system	✓
Ensure that any condensate traps and drains are free from deposit/debris ( not including sludge/scale/rust in the heating system)	✓
Testing the appliance in accordance with the manufacturer's instruction including, where applicable:- - The heat input and/or operating pressure are correct - The effectiveness of the flue - That all ventilation requirements are to current standards - The correct operation of all safety devices and that the appliance is safe for continuous use Clean and or swap out filters - Clean coils, fans and filters - Checking air flow is not impeded by debris impeding fan blades (Air Source Heat Pumps only) - Checking flow and return temperatures are within tolerance - Power supply, electrical contacts and safety switches - Check compressor for leakage (Air and Ground Source Heat Pumps only) - Measure airflow and emitters are correctly set - Check glycol refrigerant levels and pressure are correct (Air and Ground Source Heat Pumps only) - Check defrost settings and heat delivery is optimised for occupancy needs (Air and Ground Source Heat Pumps only)	✓
A final combustion analysis and measurement against tolerances set by the manufacturer's instructions	✓
A test for disturbed gas connections and test for safety	✓
Carry out functional testing to ensure whole house heating and hot water controls are optimised for occupancy and energy efficiency, including setting controls and bleeding radiators, if requested by the occupant	✓
A visual inspection of any other encountered gas appliances	✓
Written notification of any gas or other safety defects which may affect the safe operation of your appliances	✓



# **GENERAL EXCLUSIONS THAT APPLY TO ALL HEATCARE PACKAGES**

**General Exclusions that apply to All Agreements**

<b>Removing sludge or hard-water scale from your heating system or appliance</b>	We will not remove sludge or hard-water scale from your central heating system or appliance. An additional cost will apply if we are required to flush the heating system in order to keep it functioning correctly. This will be discussed between you and the visiting engineer during your boiler service / call-out. Failure to have sludge or hard water scale may result in your contract with us being cancelled.
<b>Repairing damage caused by scale, sludge, corrosion or other debris</b>	We will not repair any damage caused by scale, sludge, corrosion or other debris to any part of the appliance or heating system. We will try to keep you informed during your annual service visit if permanent repairs, improvements or a Powerflush (or a similar cleaning procedure) is needed to help ensure your appliance/heating system works properly. An additional cost will apply if we are required to replace parts of the appliance or heating system (e.g. heat exchangers, radiators or pipework etc.) in the event of repairs being required as a result of scale, sludge, corrosion or other debris. This will be discussed between you and the visiting engineer during your boiler service / call-out.
<b>Flue Repair</b>	Repairing or replacing appliance flues, or flue terminals that are not a part of the flue heating system, other than room sealed appliance flues (up to 1m in length).
<b>Leaking Refrigerant and Disposal (Air and ground source Heat Pumps)</b>	Repairs to any leaking environmentally controlled refrigerant associated with compressors or other components, which is a specialised service and separately chargeable. Under such circumstances, we may provide you with details of one of our specialist contractors to carry out the work, which you will be required to pay under a separate agreement and warranty (where applicable)
<b>Disposal of fuel ash and other arisings (Biomass boilers and solid fuel appliances)</b>	Disposal and cleaning (other than sweeping up) as a result of removing fuel ash and other arisings during servicing or repairs of biomass and other solid fuel appliances
<b>Electric Boilers</b>	Servicing and maintenance of electric boilers
<b>Underfloor Heating</b>	Repairing or replacing parts of your central heating system and controls that are specifically designed for piped or electric underfloor heating (other than warm-air heating systems)

<b>Design or existing faults</b>	We will not be responsible for the cost of repairs or gaining access to make repairs where there are design faults (unless we are responsible for the design faults), faults which existed before you entered into your Agreement with us or faults which we could not, using reasonable care and skill, identify on our First Service of your heating system or appliance. For example, pipes buried under concrete floors that have been installed incorrectly or without wrapping or movement protection
<b>Accidental damage/third-party damage/damage from intentional risk taking</b>	Except where accidental damage caused by you is specifically stated as being included under your Agreement, the cost of repairs relating to damage caused by you is excluded. Where work is undertaken on your heating system or appliance by a third party, whether or not following our advice, which results in damage to that or another part of your heating system as a result of poor workmanship, the repair of any such damage will be excluded from your Agreement
<b>All other loss and damage</b>	Unless we cause it, we will not be responsible for any loss or damage to property as a result of your appliance or heating system breaking/failing, including any cleaning needed or damage to fixtures/furniture (for example, damage caused by water leaks)
<b>Making Good</b>	We will fill in any holes and leave the surface level where access has to be made to your heating system or appliance, in order to carry out a repair, but we will not replace the original surface or construction (e.g. redecoration).
<b>Risks normally covered or insured under household or other insurances</b>	<p>Except and only to the extent specifically stated as being included under your Agreement, we will not include the repairing of faults or damage or replacement of appliances or heating systems caused by freezing weather conditions, subsidence, structural repairs, accident, fire, lightning, explosion, flood or storm. You should check your household insurance to make sure you have enough cover for these risks.</p> <p>If anything specifically stated as being included under your Agreement is also included under any other insurance or maintenance contract you hold, the repair will be the responsibility of the provider of your other insurance or maintenance contract. In the event of joint responsibility with your other provider, we will only ever be responsible for our fair share and to the extent of our obligations under your Agreement</p>
<b>Third-party rights</b>	Nobody other than you will be able to benefit from your Agreement, which cannot be passed to someone else without our written consent

**Other Exclusions**

- We do not include the cost of getting to your appliance or heating system where it is inaccessible due to a design fault. An additional fee will be applied if your boiler is inaccessible.
- Replacing appliances, bathroom fixtures, showers and sanitary ware except as are specifically stated as being included under your Agreement
- Upgrades which you may want to have carried out to improve your appliance/heating system.
- Replacing or repairing parts that do not affect how the appliance/heating system works or decorative or specialist parts.
- Resetting controls (for example, thermostats and programmers following changes due to winter or summer).
- Removing asbestos associated with repairing the appliance/ heating system. When you have had any asbestos removed, you must give us a clean-air certificate before we will do any further work at your property. By law, the person who removes the asbestos must give you a clean-air certificate.
- Cash alternatives for service, maintenance or repair.
- Repairing or replacing any lead, steel or central heating iron pipes (other than where the gas-supply pipe from meter to appliance is specified stated as being included under your Agreement
- The cost of repairing damage or breakdowns caused by changes to, or problems with, the gas, electricity or water services.
- Commencing and/or continuing services where we reasonably consider that there is a Health and Safety risk including: the presence of; hazardous materials; infestations; or harassment of our personnel including verbal or physical abuse. We will not recommence work until the Health and Safety risk has been rectified to our satisfaction.
- If radio frequency allocations are subsequently altered by third parties and interference to your heating system or its controls occurs we cannot accept any responsibility for any resulting loss or damage you incur.
- Replacement of any batteries for your heating system controls.
- The broadband internet connection to your home.

# **CANCELLATION GENERAL CONDITIONS**

## General Condition – Cancellation

You may cancel any Agreement you have with us at any time provided you notify us by calling 01827 870950 or by writing to us at Renuvo Ltd, Unit 1, Kingsbury Link, Tamworth, B78 2EX. Cancelling your payment arrangement without notifying us will not cancel your Agreement with us.

If you cancel within the first 14 days (starting from the day after you receive written confirmation of your Agreement with us), we will give you a full refund of any money you have paid, unless we have carried out a repair in which case cancellation charges may apply (see cancellation charges).

If you cancel after the first 14 days (starting from the day after you receive written confirmation of your Agreement with us), we will give you a full refund of any money you have paid for the time left to run in your current Period of Agreement after the point of cancellation unless we have carried out a repair in which case cancellation charges may apply (see cancellation charges).

## Cancellation Charges

If you cancel any Agreement you have with us part way through your Period of that Agreement and you have work completed in respect to that Agreement, we may charge you a contribution towards the costs we have incurred but not yet recovered. Your cancellation charge will be the total of the amounts specified in the table below:

- Less any Excess and/or Fixed Fee payments you have made for each repair;
- Less all the scheduled payments you have made in your Period of Agreement; and
- The total of any cancellation charges will not exceed your annual price as specified on your Statement

HeatCare Package	The Type of Work Completed	Charges per item of work completed (incl. VAT)
Bronze HeatCare	Boiler service	£70.00
Silver HeatCare	Boiler service	£70.00
Gold HeatCare	Boiler service	£70.00

If you have had no additional call-outs during the period of your contract, you will pay the cost of your First or Annual service plus a pro rata amount for the remainder of your contract period.

Please refer to your specific HeatCare plan for cancellation costs.

## Our Cancellation Rights

We may cancel your Agreement in the following circumstances:

- If you have given us false information;
- If you do not make an agreed payment;
- We find something wrong at a First Service;
- Where there are health and safety or regulatory safety issues;
- Your appliance or heating system is not on our approved list;
- You do not provide us with access to your property where required;
- We are not reasonably able to find parts for your appliance or heating system; and
- Permanent repairs or improvements we tell you are required are not completed. If we cancel at the First Service, we will give you a full refund of any money you have paid. If we cancel your Agreement at any time after your First Service, we will refund any money you have paid for the time left to run

# BRONZE HEATCARE COVER











## **BRONZE HeatCare Plan**

Renuvo's Bronze HeatCare plan is our entry level standard package. This cover is the ideal solution for homeowners looking for a one-off main heating appliance service every year and peace of mind knowing that you are registered with Renuvo's priority breakdown database. This means that if your heating breaks down during a 12 month period when you are in contract with us, you will receive priority call out 24/7 365 days of the year.

### **Summary**

<b>Covered Under The Bronze HeatCare Plan</b>	<b>YES, it's covered</b>	<b>No, it's not covered</b>
<b>Annual heating appliance Service</b>		
<b>A visual inspection of one additional or supplementary heating appliance</b>		
<b>Registration on to Renuvo's property database and priority call-out if your appliance breaks down</b>		
<b>Free text and letter reminders of your upcoming annual appliance service</b>		
<b>Parts for your appliance and heating system</b>		<b>*parts for your appliance and heating system are not included</b>
<b>Labour</b>		<b>*labour is not included</b>

**\*Please see General Exclusions on page 8 for further details on additional exclusions for Bronze HeatCare.**

**Bronze HeatCare Terms & Conditions – All Prices inc. VAT**

<b>Service Provision Charge – Gas Boilers</b>	<b>Amount</b>	<b>Description of charges</b>
Annual Gas Boiler Service including CP12	<b>£70.00</b>	This is the cost of your annual fee to subscribe to our Bronze HeatCare Plan. This is a planned gas boiler service between 8:30am and 5:00pm Monday – Friday excluding weekends and bank holidays. Your details will remain on our database while you subscribe to the service and we will contact you around the same time each year to remind you of your boiler service and annual charge. The cost of any spare parts will be charged additionally to this fee.
Hourly charge for breakdowns or other responsive repair visits during normal working hours	<b>£70.00</b>	This is the charge of the call-out to your property to attend a breakdown or other responsive repair during normal working hours between 8:30am and 5:00pm Monday – Friday excluding weekends and bank holidays. This fee is for the first hour of labour. The cost of any spare parts will be charged additionally to this fee.
Charge after first hour of initial visit during normal working hours	<b>£60.00</b>	This charge applies after the first hour of the initial visit, after which time you will pay an additional £60.00 for every part or full hour taken until the work is completed plus the cost of any spare parts. <i>E.g 125 minutes = 3 hrs charge plus parts (note – we will not charge a different rate if the time runs beyond 5.00pm if we started the job before that time)</i>
Hourly charge for breakdowns or other responsive repair visits during non-working hours	<b>£110.00</b>	This is the charge of the call-out to your property to attend a breakdown or other responsive repair during non-working hours between 5:00pm in the evening to 8:30am in the morning Monday – Friday, weekends and bank holidays. This fee is for the first hour of labour. The cost of any spare parts will be charged additionally to this fee.
Charge after 60 minutes of initial visit during non-working hours	<b>£90.00</b>	This charge applies after the first hour of the initial breakdown visit, after which time you will pay an additional £90.00 for every part or full hour taken until the work is completed plus the cost of any spare parts. <i>E.g 125 minutes = 3 hrs charge plus parts</i>
<b>Additional Works</b>	<b>Amount</b>	<b>Description of charges</b>
Gas Fire Service	<b>£45.00</b>	This is the additional cost of a gas fire service at your property which should be applied to the cost of your boiler service. The engineer will need to service your gas fire during their visit to service your gas boiler. If this is carried out on a separate day, a standard service charge of £70.00 will replace the additional works gas fire service cost. Any cost of spare parts needed to carry out the gas fire service will be charged additionally to this fee.

<b>Service Provision Charge – Oil Boilers</b>	<b>Amount</b>	<b>Description of charges</b>
Annual Oil Boiler Service	<b>£150.00</b>	This is the cost of your annual fee to subscribe to our Bronze HeatCare Plan. This is a planned oil fired boiler service between 8:30am and 5:00pm Monday – Friday excluding weekends and bank holidays. Your details will remain on our heating system while you subscribe to the service and we will contact you around the same time each year to remind you of your boiler service and annual charge. The cost of any spare parts will be charged additionally to this fee.
Hourly charge for breakdowns or other responsive repair visits during normal working hours	<b>£150.00</b>	This is the charge of the call-out to your property to attend a breakdown or other responsive repair during normal working hours between 8:30am and 5:00pm Monday – Friday excluding weekends and bank holidays. This fee is for the first hour of labour. The cost of any spare parts will be charged additionally to this fee.
Charge after first hour of initial visit during normal working hours	<b>£128.00</b>	This charge applies after the first hour of the initial visit, after which time you will pay an additional £108.00 for every part or full hour taken until the work is completed plus the cost of any spare parts. <i>E.g 125 minutes = 3 hrs charge plus parts (note – we will not charge a different rate if the time runs beyond 5.00pm if we started the job before that time)</i>
Hourly charge for breakdowns or other responsive repair visits during non-working hours	<b>£210.00</b>	This is the charge of the call-out to your property to attend a breakdown or other responsive repair during non-working hours between 5:00pm in the evening to 8:30am in the morning Monday – Friday, weekends and bank holidays. This fee is for the first hour of labour. The cost of any spare parts will be charged additionally to this fee.
Charge after 60 minutes of initial visit during non-working hours	<b>£170.00</b>	This charge applies after the first hour of the initial breakdown visit, after which time you will pay an additional £90.00 for every part or full hour taken until the work is completed plus the cost of any spare parts. <i>E.g 125 minutes = 3 hrs charge plus parts</i>
<b>Service Provision Charge – Air and Ground Source Heat Pumps (ASHP and GSHP)</b>	<b>Amount</b>	<b>Description of charges</b>
Annual Heat Pump Service	<b>£198.00</b>	This is the cost of your annual fee to subscribe to our Bronze HeatCare Plan. This is a planned ASHP or GSHP service between 8:30am and 5:00pm Monday – Friday excluding weekends and bank holidays. Your details will remain on our database while you subscribe to the service and we will contact you around the same time each year to remind you of your boiler service and annual charge. The cost of any spare parts will be charged additionally to this fee.
Hourly charge for breakdowns or other responsive repair visits during normal working hours	<b>£198.00</b>	This is the charge of the call-out to your property to attend a breakdown or other responsive repair during normal working hours between 8:30am and 5:00pm Monday – Friday excluding weekends and

		bank holidays. This fee is for the first hour of labour. The cost of any spare parts will be charged additionally to this fee.
Charge after first hour of initial visit during normal working hours	<b>£170.00</b>	This charge applies after the first hour of the initial visit, after which time you will pay an additional £115.00 for every part or full hour taken until the work is completed plus the cost of any spare parts. <i>E.g 125 minutes = 3 hrs charge plus parts (note – we will not charge a different rate if the time runs beyond 5.00pm if we started the job before that time)</i>
Hourly charge for breakdowns or other responsive repair visits during non-working hours	<b>£235.00</b>	This is the charge of the call-out to your property to attend a breakdown or other responsive repair during non-working hours between 5:00pm in the evening to 8:30am in the morning Monday – Friday, weekends and bank holidays. This fee is for the first hour of labour. The cost of any spare parts will be charged additionally to this fee.
Charge after 60 minutes of initial visit during non-working hours	<b>£190.00</b>	This charge applies after the first hour of the initial breakdown visit, after which time you will pay an additional £168.00 for every part or full hour taken until the work is completed plus the cost of any spare parts. <i>E.g 125 minutes = 3 hrs charge plus parts</i>
<b>Service Provision Charge – Biomass Boilers</b>	<b>Amount</b>	<b>Description of charges</b>
Annual Biomass Boiler Service	<b>£240.00</b>	This is the cost of your annual fee to subscribe to our Bronze HeatCare Plan. This is a planned biomass boiler service between 8:30am and 5:00pm Monday – Friday excluding weekends and bank holidays. Your details will remain on our database while you subscribe to the service and we will contact you around the same time each year to remind you of your boiler service and annual charge. The cost of any spare parts will be charged additionally to this fee.
Hourly charge for breakdowns or other responsive repair visits during normal working hours	<b>£240.00</b>	This is the charge of the call-out to your property to attend a breakdown or other responsive repair during normal working hours between 8:30am and 5:00pm Monday – Friday excluding weekends and bank holidays. This fee is for the first hour of labour. The cost of any spare parts will be charged additionally to this fee.
Charge after first hour of initial visit during normal working hours	<b>£205.00</b>	This charge applies after the first hour of the initial visit, after which time you will pay an additional £115.00 for every part or full hour taken until the work is completed plus the cost of any spare parts. <i>E.g 125 minutes = 3 hrs charge plus parts (note – we will not charge a different rate if the time runs beyond 5.00pm if we started the job before that time)</i>
Hourly charge for breakdowns or other responsive repair visits during non-working hours	<b>£284.00</b>	This is the charge of the call-out to your property to attend a breakdown or other responsive repair during non-working hours between 5:00pm in the evening to 8:30am in the morning Monday – Friday, weekends and bank holidays. This fee is for the first hour of labour. The cost of any spare parts will be charged additionally to this fee.

Charge after 60 minutes of initial visit during non-working hours	<b>£230.00</b>	This charge applies after the first hour of the initial breakdown visit, after which time you will pay an additional £150.00 for every part or full hour taken until the work is completed plus the cost of any spare parts. <i>E.g 125 minutes = 3 hrs charge plus parts</i>
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# SILVER HEATCARE COVER



## SILVER HeatCare Plan

Renuvo's Silver HeatCare Plan is our most popular package. This cover is the ideal solution for homeowners looking for a one-off main heating appliance service every year with peace of mind knowing that you are registered with Renuvo's priority breakdown database and that all your labour costs are covered. This means that if your appliance breaks down during a 12 month period when you are in contract with us, you will receive priority call out 24/7 365 days of the year and will not be charged any additional call-out or labour charge.

### Summary

Covered under the Silver HeatCare Plan	YES, it's covered	No, it's not covered
Annual heating appliance Service	✓	
A visual inspection of one additional or supplementary heating appliance	✓	
Registration on to Renuvo's property database and priority call-out if your appliance breaks down	✓	
Free text and letter reminders of your upcoming annual appliance service	✓	
Parts for your appliance and heating system	✗	*parts for your appliance and heating system are not included
Labour	✓	

\*Please see General Exclusions on page 8 for further details on additional exclusions for Silver HeatCare.

**Silver HeatCare Terms & Conditions – All Prices inc. VAT**

<b>Service Provision Charge -Gas Boilers</b>	<b>Amount</b>	<b>Description of charges</b>
Annual subscription to Silver HeatCare cover	<b>£150.00</b>	This is the cost of your annual subscription to Silver HeatCare cover. This subscription includes a planned gas boiler service during normal working hours between 8:30am and 5:00pm Monday – Friday excluding weekends and bank holidays. An additional charge may apply to any appointment you request during non-working hours. Your details will remain on our database while you subscribe to the silver plan and we will contact you around the same time each year to remind you of your boiler service and annual charge. The cost of any spare parts will be charged additionally to this fee.
Hourly charge for silver HeatCare covered breakdowns or other responsive repair visits during normal working hours	<b>Included in annual charges</b>	Under this subscription the cost of all labour is included for a call-out to your property to attend a breakdown or other responsive repair during normal working hours between 8:30am and 5:00pm Monday – Friday excluding weekends and bank holidays. However, the cost of any spare parts will be charged additionally to this fee.
Charge after first hour of initial visit during normal working hours	<b>Included in annual charges</b>	
Hourly charge for silver HeatCare covered breakdowns or other responsive repair visits during none working hours	<b>Included in annual charges</b>	Under this subscription the cost of all labour is included for a call-out to your property to attend a breakdown or other responsive repair during non-working between 5:00pm in the evening to 8:30am in the morning Monday – Friday, weekends and bank holidays. However, the cost of any spare parts will be charged additionally to this fee.
Charge after 60 minutes of initial visit during none working	<b>Included in annual charges</b>	
<b>Additional Works</b>	<b>Amount</b>	<b>Description of charges</b>
Gas Fire Service	<b>£45.00</b>	This is the additional cost of a gas fire service at your property which should be applied to the cost of your Silver plan charges. The engineer will need to service your gas fire during their visit to service your gas boiler. If this is carried out on a separate day, a call-out charge of £70.00 will replace the additional charge gas fire service cost. Any cost of spare parts needed to carry out the gas fire service will be charged additionally to this fee. The cost of any <u>labour or spare parts</u> for gas fire breakdown repairs is not included in this Silver HeatCare plan and will be subject to a separate quotation and charges.



Service Provision Charge -Oil Boilers	Amount	Description of charges
Annual subscription to Silver HeatCare cover	<b>£265.00</b>	This is the cost of your annual subscription to Silver HeatCare cover. This subscription includes a planned oil fired boiler service during normal working hours between 8:30am and 5:00pm Monday – Friday excluding weekends and bank holidays. An additional charge may apply to any appointment you request during non-working hours. Your details will remain on our database while you subscribe to the silver plan and we will contact you around the same time each year to remind you of your boiler service and annual charge. The cost of any spare parts will be charged additionally to this fee.
Hourly charge for silver HeatCare covered breakdowns or other responsive repair visits during normal working hours	<b>Included in annual charges</b>	Under this subscription the cost of all labour is included for a call-out to your property to attend a breakdown or other responsive repair during normal working hours between 8:30am and 5:00pm Monday – Friday excluding weekends and bank holidays. However, the cost of any spare parts will be charged additionally to this fee.
Charge after first hour of initial visit during normal working hours	<b>Included in annual charges</b>	
Hourly charge for silver HeatCare covered breakdowns or other responsive repair visits during none working hours	<b>Included in annual charges</b>	Under this subscription the cost of all labour is included for a call-out to your property to attend a breakdown or other responsive repair during non-working between 5:00pm in the evening to 8:30am in the morning Monday – Friday, weekends and bank holidays. However, the cost of any spare parts will be charged additionally to this fee.
Charge after 60 minutes of initial visit during none working	<b>Included in annual charges</b>	
Service Provision Charge – Air and Ground Source Heat Pumps (ASHP and GSHP)	Amount	Description of charges
Annual subscription to Silver HeatCare cover	<b>£300.00</b>	This is the cost of your annual subscription to Silver HeatCare cover. This subscription includes a planned ASHP or GSHP service during normal working hours between 8:30am and 5:00pm Monday – Friday excluding weekends and bank holidays. An additional charge may apply to any appointment you request during non-working hours. Your details will remain on our database while you subscribe to the silver plan and we will contact you around the same time each year to remind you of your boiler service and annual charge. The cost of any spare parts will be charged additionally to this fee.
Hourly charge for silver HeatCare covered breakdowns	<b>Included in annual charges</b>	Under this subscription the cost of all labour is included for a call-out to your property to attend a breakdown or other responsive repair during normal working hours between 8:30am and 5:00pm

or other responsive repair visits during normal working hours		Monday – Friday excluding weekends and bank holidays. However, the cost of any spare parts will be charged additionally to this fee.
Charge after first hour of initial visit during normal working hours	<b>Included in annual charges</b>	
Hourly charge for silver HeatCare covered breakdowns or other responsive repair visits during none working hours	<b>Included in annual charges</b>	Under this subscription the cost of all labour is included for a call-out to your property to attend a breakdown or other responsive repair during non-working between 5:00pm in the evening to 8:30am in the morning Monday – Friday, weekends and bank holidays. However, the cost of any spare parts will be charged additionally to this fee.
Charge after 60 minutes of initial visit during none working	<b>Included in annual charges</b>	
<b>Service Provision Charge - Biomass Boilers</b>	<b>Amount</b>	<b>Description of charges</b>
Annual subscription to Silver HeatCare cover	<b>£360.00</b>	This is the cost of your annual subscription to Silver HeatCare cover. This subscription includes a planned biomass boiler service during normal working hours between 8:30am and 5:00pm Monday – Friday excluding weekends and bank holidays. An additional charge may apply to any appointment you request during non-working hours. Your details will remain on our database while you subscribe to the silver plan and we will contact you around the same time each year to remind you of your boiler service and annual charge. The cost of any spare parts will be charged additionally to this fee.
Hourly charge for silver HeatCare covered breakdowns or other responsive repair visits during normal working hours	<b>Included in annual charges</b>	Under this subscription the cost of all labour is included for a call-out to your property to attend a breakdown or other responsive repair during normal working hours between 8:30am and 5:00pm Monday – Friday excluding weekends and bank holidays. However, the cost of any spare parts will be charged additionally to this fee.
Charge after first hour of initial visit during normal working hours	<b>Included in annual charges</b>	
Hourly charge for silver HeatCare covered breakdowns or other responsive repair visits during none working hours	<b>Included in annual charges</b>	Under this subscription the cost of all labour is included for a call-out to your property to attend a breakdown or other responsive repair during non-working between 5:00pm in the evening to 8:30am in the morning Monday – Friday, weekends and bank holidays. However, the cost of any spare parts will be charged additionally to this fee.
Charge after 60 minutes of initial visit during none working	<b>Included in annual charges</b>	







# GOLD HEATCARE COVER



## **GOLD HeatCare Plan**

Renuvo's Gold HeatCare plan is our elite package for gas boilers only. This cover is the ideal solution for homeowners looking for a regular gas boiler service every year and peace of mind knowing that you are registered with Renuvo's priority breakdown database and that all your labour and parts costs are covered. This means that if your boiler breaks down during a 12 month period when you are in contract with us, you will receive priority call out 24/7 365 days of the year and will not be charged any additional call-out, labour charges or parts.

### **Summary**

<b>Covered under the Gold HeatCare Plan</b>	<b>YES, it's covered</b>	<b>No, it's not covered</b>
<b>Annual Gas Boiler Service</b>		
<b>A visual inspection of one additional gas appliance</b>		
<b>Registration on to Renuvo's property database and priority call-out if your boiler breaks down</b>		
<b>Free text and letter reminders of your upcoming annual boiler service</b>		
<b>Parts for your appliance and heating system *</b>		
<b>Labour *</b>		

\*Please see General and Other Exclusions on page 8-11, 29 and 29

**GOLD HeatCare Terms & Conditions**

<b>Service Provision Charge</b>	<b>Amount</b>	<b>Description of charges</b>
Annual subscription to Gold HeatCare cover	<b>£200.00</b>	This is the cost of your annual subscription to Gold HeatCare cover. This subscription includes a planned gas boiler service during normal working hours between 8:30am and 5:00pm Monday – Friday excluding weekends and bank holidays. An additional charge may apply to any appointment you request during non-working hours. Your details will remain on our database while you subscribe to the Gold Service and we will contact you around the same time each year to remind you of your boiler service and annual charge.
Hourly charge for Gold HeatCare covered breakdowns or other responsive repair visits during normal working hours	<b>Included in subscription</b>	Under this subscription the cost of all labour and parts are included for a call-out to your property to attend a breakdown or other responsive repair during normal working hours between 8:30am and 5:00pm Monday – Friday excluding weekends and bank holidays.
Charge after first hour of initial visit during normal working hours	<b>Included in subscription</b>	
Hourly charge for Gold HeatCare covered breakdowns or other responsive repair visits during none working hours	<b>Included in subscription</b>	Under this subscription the cost of all labour and parts is included for a call-out to your property to attend a breakdown or other responsive repair during non-working between 5:00pm in the evening to 8:30am in the morning Monday – Friday, weekends and bank holidays.
Charge after 60 minutes of initial visit during none working	<b>Included in subscription</b>	
<b>Additional Works</b>	<b>Amount</b>	<b>Description of charges</b>
Other Gas Fire Service	<b>£45.00</b>	This is the additional cost of a gas fire service at your property which should be applied to the cost of your Gold HeatCare subscription. The engineer will need to service your gas fire during their visit to service your gas boiler. If this is carried out on a separate day, a call-out charge of £75.00 will replace the gas fire service cost. Any cost of spare parts needed to carry out the gas fire service will be charged additionally to this fee. The cost of any <u>labour or spare parts</u> for gas fire breakdown repairs is not included in this Gold HeatCare service and will be subject to a separate quotation and charge.

<b>Other Exclusions –                      What repairs are not covered under GOLD &amp; SILVER HeatCare for gas boilers (see also, general exclusions page)</b>	
Any gas boilers that require specialist work by the manufacturer or their approved agents to maintain warranty agreements (examples include Ideallstor, Chaffoteaux Britany Combi, Servowarm: Savannah, Select, Sorrento, Supreme, XLF, Saxon and Elite models, all Gledhill and Ferroli models;	X
Elson tanks, thermal storage units or non conventional hot water systems (e.g. Gledhill Boilermate, Potterton Powermax or Potterton Promax Store) or their controls	X
Any part of the domestic gas central appliance or heating system damaged by scale, sludge, corrosion of other forms of debris	X
LPG gas/oil heating systems	X
Warm air heating systems	X
Underfloor heating and its associated pumps and controls, unless by specific agreement	X
Fan convector heating	X
Heated towel rails	X
Dual-purpose boilers (e.g. AGA, Rayburn)	X
Combined heat and power heating systems	X
Any appliance or heating system component that is obsolete or where the part is no longer available from the manufacturer	X
Any gas fired back boiler appliance	X
A breakdown when an engineer has previously identified that remedial/ maintenance work is required to prevent a future breakdown	X
Any part of the boiler which is not possible for the engineer to work on safely	X
Parts of the boiler where it is impossible or impractical to access because of its position such as the boiler is inaccessible due to the installation of fitted units	X
Damage caused by frozen pipes within the appliance or heating system which has resulted in a leak or permanent blockage	X
Damage as a result of a poor heating system design, where the design and installation was carried out by a contractor other than Renuvo	
Malfunction of timing and temperature controls as a result of a poor heating system design, where the design and installation was carried out by a contractor other than Renuvo	X
Replacement of internet connected smart controls, thermostats & valves	X

Solid fuel heating systems	×
Electrical heating systems	×
Gas supply pipe that is more than 35mm in diameter or an appliance that is rated as commercial (Normally above 45Kw)	×
Pipework made of non conventional materials used in a domestic heating system (e.g. steel, composite or other material)	×
The gas supply pipe before the meter (because it is the responsibility of the National Grid)	×
Any appliance connected to the gas supply pipe before the meter	×