

AOS Air Source Heat Pump Cover's Terms & Conditions



AOS Service Cover Limited
Hammond Lodge, Hammondstreet
Road, Cheshunt, Herts, EN7 6PS
0800 028 28 23

AOS Emergency Response Heat Pump & Controls Service Cover

What's Covered:

- Domestic Mitsubishi Ecodan Air Source Heat Pump.
- Like for like replacement of Air Source Heat Pump for units under 5 years of age.
- Annual Air Source Heat Pump Service & Safety Check.

AOS Emergency Response Heat Pump Service Cover Includes:

- 7 days a week, 365 days a year, 8am to 8pm on heat pump breakdowns.
- Unlimited call-outs to work related to your Service Cover.
- Labour for your system breakdowns.
- An annual Air Source Heat pump Service & Safety Check.
- Engineer's advice on matters relating to your central heating system.

AOS Emergency Response Heat Pump Cover Exclusions:

The Contract does not include the following types of work:

- Replacement parts are covered by full premium cover only.
- Removal of sludge or hard water scale such as power flushing.
- Replacement of parts & radiators which are faulty or damaged as a result of corrosion due to sludge or hard water scale in your central heating system.
- Repairs due to design faults, installation faults or pre-existing faults.
- Repairs due to inadequate commissioning or failure of commissioning.
- Repairs where parts are no longer available.
- Repairs which are required because of intentional or accidental damage by you or any third party.
- Costs of replacement of anti-freeze or inhibitor chemicals.
- Faults attributed to the Consumers Fuse Board.
- Costs arising from difficulties in getting to the equipment contained in the fabric of the building, lifting of laminated, wood or specialist floorings, re-stretching or carpets.
- Reinstatement or redecoration required as a result of our work unless we have been negligent in causing such damage.
- Improvements required to get a central heating system up to current standards and upgrade works, such as installation of modern controls.
- Resetting controls such as thermostats, programmers and resetting fault codes on heat pump and programmers.
- Repairing faults if we have already told your central heating systems needs a permanent repair or improvement to make it work properly.
- Repairing faults caused by freezing weather conditions, subsidence, structural repairs, accident, fire, lightning, explosion, flood or storm. You should check your household insurance to ensure you have adequate cover for these risks.
- Removing asbestos or working where asbestos has been previously removed unless we have seen a clean air certificate.
- Any maintenance or repair of your system that is covered under manufacturer's guarantee.
- Any additional costs attributed to scaffolding or lift equipment being necessary.
- Loss of refrigerant gas, oil or compressor failure.

AOS Full Premier Heat Pump Package Cover

What's Covered

- Domestic Mitsubishi Ecodan Air Source Heat Pump
- Like for like replacement of Air Source Heat Pump for units under 5 years of age
- Thermostats, Timers & Thermistors
- Radiators, Thermostatic Radiator Valves, Standard Radiator Valves
- Heating Pipework including internal & external stainless steel
- Indirect standard & unvented Hot Water Cylinder
- Heating System
- Pressure Relief Valves
- Annual Air Source Heat pump Service & Safety Check

AOS Premium Heat Pump Service Cover Includes

- 7 days a week, 365 days a year, 8am to 8pm on Central Heating & Hot Water breakdowns.
- Unlimited call-outs to work related to your Service Cover.
- Parts & Labour for your system breakdowns
- An annual Air Source Heat pump Service & Safety Check.
- Engineer's advice on matters relating to your central heating system.

AOS Premium Heat Pump Service Cover

Exclusions:

The Contract does not include the following types of work:

- Removal of sludge or hard water scale such as power flushing.
- Replacement of parts & radiators which are faulty or damaged as a result of corrosion due to sludge or hard water scale in your central heating system.
- Repairs due to design faults, installation faults or pre-existing faults.
- Repairs due to inadequate commissioning or failure of commissioning.
- Repairs where parts are no longer available.
- Repairs which are required because of intentional or accidental damage by you or any third party.
- Costs of replacement of anti-freeze or inhibitor chemicals.
- Faults attributed to the Consumers Fuse Board.
- Costs arising from difficulties in getting to the equipment contained in the fabric of the building, lifting of laminated, wood or specialist floorings, re-stretching or carpets.
- Reinstatement or redecoration required as a result of our work unless we have been negligent in causing such damage.
- Improvements required to get a central heating system up to current standards

and upgrade works, such as installation of modern controls.

- Resetting controls such as thermostats, programmers and resetting fault codes on heat pump and programmers.
- Repairing faults if we have already told your central heating systems needs a permanent repair or improvement to make it work properly.
- Repairing faults caused by freezing weather conditions, subsidence, structural repairs, accident, fire, lightning, explosion, flood or storm. You should check your household insurance to ensure you have adequate cover for these risks.
- Removing asbestos or working where asbestos has been previously removed unless we have seen a clean air certificate.
- Any maintenance or repair of your system that is covered under manufacturer's guarantee.
- Any additional costs attributed to scaffolding or lift equipment being necessary.
- Loss of refrigerant gas, oil or compressor failure.

Our Limitation of Liability

1. We will not be responsible for any loss damage cost or expense which is caused other than by breach on our part.
2. Any economic loss or indirect and or consequential loss is not recoverable from us or any supplier to us. This includes without limitation,
 - 2.1 Commercial loss of any nature including any loss of (a) Profit (b) business (c) revenue, rental or sale (d) goodwill
 - 2.2 Other economic loss including (a) loss or failure to achieve any anticipated savings through usage of the system (b) failure to achieve the sale, disposal or rental of your home (c) loss of data (d) any other special or indirect loss (e) costs of alternative heating and /or hot water supply (f) wasted time and expenditure (g) any inability to use any remote control functionality or service for your system (h) any other loss, cost, damage or expense.

3. We do not purport to limit or exclude liability to you for:
 - 3.1 Death or personal injury caused by our negligence or that of our employees, agents or sub-contractors.
 - 3.2 Damage to the system or system components or part (and where permissible by law limited to the replacement value thereof) which is caused by our negligence or that of our employees, agents or sub-contractors.
 - 3.3 Damage to other goods or property outside the system itself to the extent caused by our negligence or that of our employees, agents or sub-contractors.
 - 3.4 Any breach of implied condition as to good title to any spare part supplied by us.
 - 3.5 Any fraudulent misrepresentation by or on behalf of us.
 - 3.6 Any other liability that cannot be excluded by law.

AOS Cover Cancellation Policy

1. You are entitled to cancel your Service Contract and receive a full refund if you cancel within 28 working days providing no work has been carried out.
2. Your agreement is valid until termination and 28 days is given in writing.
3. Should you cancel your service cover and work had been carried out, this will be billed to you at AOS Heating System's normal standard rates.
4. We will cancel your agreement if;
 - a. You do not make an agreed payment
 - b. We are not able to obtain spare parts to keep your appliance in safe working order
 - c. If false information has been given
 - d. Should circumstances arise (including health & safety issues) that make it inappropriate for the service cover to continue.

Complaints

We hope you won't have any reason to complain about any aspect of our service. But if you do, please feel free to contact us.

You can make a complaint by phone, letter or email.

All complaints should be directed to our Service Manager in the first instance, if you are dissatisfied with how your complaint is handled you can ask for your complaint to be seen by one of the Directors. Service Direct Line: 01992 666 060 Email: info@aosheating.co.uk