



# AOS Heating Service Cover Terms & Conditions

## AOS Full Plumbing & Heating Breakdown Cover

### What's Covered

Domestic Gas Boilers, Thermostats, Timers, Radiators, Thermostatic Radiator Valves, Standard Radiator Valves, Heating Pipe work, Hot & Cold Water Pipe work, Cold Water Supply Mains internal, internal gas supply pipework, indirect standard & unvented Hot Water Cylinders, Cold Water Storage Tanks & Central Heating F&E Tanks, Overflow Pipes, Ball valves, Washing machine hoses, Heating System, Pressure Relief Valves, Annual Boiler Service and Safety Check, Landlord Safety/ Gas Safety Certificate. Hot and cold water pipes from the mains stopcock inside your Home leading to your taps and garden taps (but not including the mains stopcock and taps themselves).

### AOS Full Breakdown Cover Includes

- 24 hour, 365 days a year, priority call out service for gas or water leaks – emergencies only.
- 7 day a week, 365 days a year, 8am to 8pm repair service on Central Heating & Hot Water breakdowns.
- Engineer's advice on matters relating to your central heating system.
- Unlimited call-outs to work related to your Service Cover.
- Parts & Labour for your system breakdowns.
- An annual boiler service & safety check/Landlord Safety Record.

### AOS Full Breakdown Cover Exclusions

- Pre-existing faults and parts required within the first 30 days of the contract start date.
- Replacement of boiler.
- Resetting or replacement of batteries of heating time controls, thermostats or boiler resets.
- Replacing of wireless heating smart controls, underfloor heating & swimming pool controls.
- Topping up boiler pressure.
- Repairing faults or clearing blockages partially or fully blocked pipework due to build-up of iron oxide sludge.
- Removing sludge or hard water scale from the boiler or system.
- Failure due to the build-up of scale.
- Venting or balancing of radiators, removal of airlocks, refilling of radiators and topping up of heating system after works have been carried out by you or other contractors.
- Any work relating to flues, flue liners or Chimneys internal or external of property.
- Cosmetic parts on boiler e.g. boiler casing.
- Warm Air Systems.
- Corrosion.
- Pressure testing.
- Re-energising air gaps.
- Pipes buried in walls or "built-in" appliances.
- We do not include the cost of getting to your appliance where your system is inaccessible due to a design fault.
- Repairing or replacing combined overflow, Radiators.
- Repairing or replacing taps, tap washers or glands.
- Repair or replacement of any soil vent or

- drainage pipework which is fitted externally.
- Repair or replacement to any soak-aways, cesspits, bio-tanks or holding tanks.
- Repair or replacing of Cold water mains supply pipework external of the property and external stopcocks.
- Repair or replacing of any lead or iron pipework internal or external of property.
- Water softeners, conditioners or water filters.
- Showers, shower mixers, shower pumps or shower heads.
- Electric Showers, macerators such as saniflo or pump out systems.
- Rainwater pipes or guttering.
- Swimming pools or swimming pool equipment.
- Jacuzzi, airbath or whirlpools.
- Any sanitary ware, pop up waste mechanism, kitchens sinks or waste disposal units.
- Grouting.
- Lagging of pipework or cylinders.
- Primatic Cylinders, Direct Cylinders, Heatstore cylinders e.g. Gledhill Units.
- Indirect cylinders over 170 litres.
- Iron storage tanks.
- Replacement of air cushions in unvented hot water cylinders.
- Decorative garden features.
- Booster pumps.
- External pipe work.
- Consumables e.g. flushing chemicals, inhibitor and leak sealer.

### AOS General Conditions

1. The annual boiler service & safety check will be carried out between **April** and **September**. This enables us to provide a quicker response time during the winter months.
2. We constantly monitor spare parts and keep the top 5000 parts in stock at all times. We have access to a next day delivery on over 20,000 spare parts from a National Supplier. However, it may be necessary to

3. supply and fit an alternative or suitable reconditioned part from manufacturer. The work will normally be carried out by one of our engineers who are specially trained and hold the relevant qualifications. However, it may be necessary to use a suitably authorized contractor to carry out the work on our behalf.
4. Landlord Safety Certificates includes for one gas appliance only. Additional appliances will be charged at a discount price.

5. Any work carried out outside the policy, payment will be required upfront.
6. If you call us out to a fault not connected to your Plumbing, Heating, Boiler or controls, we reserve the right to charge you a call out fee of £90 and we will provide you with a quotation to carry out the repair.

## AOS Boiler & Controls Only Breakdown Cover

### What's Covered

Domestic Gas Boiler and Controls.

### AOS Boiler & Controls Cover Includes

- 24 hour, 365 days a year, priority call out service for gas or water leaks within the boiler - emergencies only.
- 7 day a week, 365 days a year, 8am to 8pm repair service on boiler breakdown.
- Repairs in the event of breakdown of a single gas boiler and controls in your Home.
- Parts and labour relating to any repair work.
- Annual Service of your boiler & landlord safety record.
- Unlimited call-outs in relation to cover.
- Free technical support and advised over the phone.

### AOS Boiler & Controls Cover Exclusions

- Replacement of boiler.

- Replacing of wireless heating smart controls, underfloor heating & swimming pool controls.
- Resetting or battery replacement of heating time controls, thermostats or boiler resets.
- Topping up boiler pressure.
- Repairing faults or clearing blockages partially or fully blocked pipe work due to build-up of iron oxide sludge.
- Failure due to the build-up of scale.
- Any work relating to flues, flue liners or Chimneys internal or external of property.
- Any part of the gas central heating system such as Radiators, hot water cylinder, cold water supply tank, other than the gas boiler and controls.
- Any part not forming part of the gas boiler or controls
- Cosmetic parts on boiler e.g. boiler casing.
- Warm Air Systems.
- Corrosion.

### AOS General Conditions

1. The annual boiler service & safety check must be carried out between April and September. This enables us to provide a quicker response time during the winter months.
2. We constantly monitor spare parts and keep the top 5000 parts in stock at all times. We have access to a next day delivery on over 20,000 spare parts from a National Supplier. However, it may be necessary to supply and fit an alternative or suitable reconditioned part from manufacturer.
3. The work will normally be carried out by one of our engineers who are specially trained and hold the relevant qualifications. However, it may be necessary to use a suitably authorized contractor to carry out the work on our behalf.
4. Landlord Safety Certificates includes for one gas appliance only. Additional appliances will be charged at a discount price.
5. Any work carried out outside the policy, payment will be required upfront.
6. If you call us out to a fault not connected to your boiler or controls, we reserve the

right to charge you a call out fee of £90 and we will provide you with a quotation to carry out the repair.

## AOS Electrical Cover

### What's Covered

All internal fixed electrical wiring systems, fuse boxes (consumer units), circuit breakers, transformers, wall sockets, light switches, light fittings and junction boxes.

### AOS Electrical Cover Includes

- Repairs of electrical wiring and electrical fixtures inside your Home and within outbuildings as long as the outbuildings do not contain their own.
- power supply and the wiring and fixtures have been installed correctly.

## AOS Drainage Cover

### What's Covered

The unblocking and repair of domestic drains or rainwater drains inside your property and within the boundary of your property.

### Drainage Cover includes

- Restoring flow by getting to and unblocking or repairing drainage pipes and waste pipes (for example, unblocking sinks, waste and rainwater drains). This applies to pipes within the boundary of your property but only where you have sole responsibility for the pipes (this does not include public or shared drains even if these are within the boundary of your property).

## LPG Surcharge

If your boiler uses Liquefied Petroleum Gas (LPG) and you sign up for one of our AOS Cover plans, you'll also need to take out our +LPG Surcharge.

Servicing LPG boilers is generally more costly because LPG boiler components and the equipment used for servicing them are more expensive. On top of that, we ensure that our engineers have the additional training required to be as expert in LPG boiler maintenance and repair as they are with standard boilers.

## AOS General Exclusions

1. Design or existing faults
2. We will not cover the cost of repairs needed because of design faults (unless we are responsible), or faults which existed before you entered into your agreement. For example, pipes buried under concrete floors that have been installed incorrectly or without wrapping or movement protection.
3. Accidental damage/ Third-party damage/ damage from intentional risk taking
4. The cost of repairs relating to damage caused by you is excluded from all agreements. Where work is undertaken on your system by a third party, whether or not following our advice, which results in damage to that or another part of your system, the repair of any such damage will be excluded from your agreement.
5. All other loss and damage unless we are responsible for it, we will not include loss or damage to property (including any cleaning needed) or any other type of loss

- Parts and labour are included for fitting standard replacement parts, for example, we will replace all fittings with a standard white plastic fitting unless an alternative is provided by you.
- Unlimited Call Outs
- Electricians advice on matters relating to your electrics

### Electrical Cover Excludes

- Repairing controls, pumps, detectors, timers and programmers.
- Repairing or replacing the mains supply up to the fuse box.
- Repairing the parts of the power supply between your Home and the outbuildings on your property that are outside of the buildings.

- Limit for parts and labour on drains: Parts and labour are included up to £1,000 (including VAT) to access your system and make repairs.
- Unlimited Call Outs

### Drainage Cover Excludes

- Repairing or unblocking drains shared with another property or properties.
- Repairing or replacing manholes, soakaways, septic tanks, cesspits, treatment plants, rain water guttering and their outflow pipes.
- Regularly cleaning your drains and any de-scaling of your drains.

### What's Covered

Whichever service plan you choose with your LPG Boiler.

- caused by the appliance, boiler or system to which this agreement relates breaking down or being accidentally damaged by you or leaking (for example, damage to furniture caused by water leaks).
6. We will not be responsible for consequential damage or damage due to failure of water, gas or electricity supply or the cost of repairing faults or damage caused by subsidence, structural repair accidents, Fire, Lightening, Floods, storms, Explosion, Acts of Terrorism, riots, Negligence, Misuse and Vandalism.
7. 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.
8. Risks normally insured under household or other insurances except and only to the extent specifically stated as being included under a Service Cover.
9. We will not include the repairing of faults or damage or replacement

- Repairing or replacing outside lights.
- Repairing or replacing rubber or lead wiring.
- Repair of accidental damage to the main electrical consumer unit or fuse box.
- Electrical Appliances.
- Burglar alarms & camera systems.
- Electric showers & their parts.
- Cooker extractor hoods.
- Replacement of electric storage heaters.
- If you call us out to a fault not connected to your electrics, we reserve the right to charge you a call out fee of £90 and we will provide you with a quotation to carry out the repair.

- Repairing or unblocking drains outside the boundary of your property.
- Repairing or unblocking drains which are used for mainly commercial purposes.
- Repairing or replacing any lead or steel pipes.
- Making access to drain system points of entry (such as manhole covers) where these have been built over Subsidence, Settlement, Root Damage.
- If you call us out to a fault not connected to your drainage, we reserve the right to charge you a call out fee of £90 and we will provide you with a quotation to carry out the repair.

- of appliances/ 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.
10. If access has to be made to your appliance, boiler or system we will fill in any holes and leave the surface level but we will not replace the original surface or construction. Any redecoration or repair of damage that may be needed following our work is your responsibility, unless we have been negligent.
11. Improvements including work that is needed to bring your appliance/system up to current standards/legislative requirements or a change in Energy Efficiency and/or building regulations / Government Legislation. Examples of these improvements include replacing parts such as flues or vents that do not meet current standards (these are

examples only, not a complete list). You may need to have improvements carried out before we are able to complete other repairs to your appliance/ system.

12. Upgrades which you may want to have carried out to improve your

appliance/system. Examples of upgrades include replacing working radiators with improved models (these are examples only, not a complete list).

13. Replacing or repairing parts that do not affect how the appliance/

system works or decorative or specialist parts.

14. The removal of any asbestos relating to the heating system or appliance or plumbing.

15. Costs arising from not following manufacturer's instructions.

## 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 terminated 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:

- You do not make an agreed payment
  - We are not able to obtain spare parts to keep your appliance in safe working order.
5. If false information has been given
  6. Should circumstances arise (including health & safety issues) that make it inappropriate for the service cover to continue.

7. If we cancel your service cover we will normally refund you any payment that may have been made provided that no works have been carried out.

## 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](mailto:info@aosheating.co.uk)

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