

General Terms

- Plans commence from the date of your first payment and will only become active following the initial boiler service and inspection. Boilers must pass an initial inspection by Nicholson Heating Services to be eligible for cover the initial boiler service is reduced by 10%(all plans)
- All plans are subject to a 12-month minimum term. (all plans)
- An annual boiler service is included and required to maintain cover. (all plans)
- The service provided is a standard boiler service annually but a full seal strip down service on year 5 (all gas care plans)
- The service provided is a standard boiler service annually, including a nozzle change, a full strip down service and fuel hose change is included on year 5 (oil bronze care plan)
- Pre-existing faults, damage, or unsafe/incorrect installations are not covered. (all plans)
- Parts are covered only where available from the manufacturer or approved third-party suppliers. (silver and gold plans)
- Where free labour is included, this is only during normal working hours (Monday–Friday, 8am–5pm). (silver and gold plans)
- Callout is defined by a non urgent diagnosis, call out, times depend on engineer availability. *Priority callout* means attendance within 48 working hours where possible, call out will have to be justified and not open to abuse (all plans)

- If your boiler is deemed irreparable we will supply a free quotation for replacement (all plans)
- If payment is missed, cover may be suspended or cancelled. (all plans)
- Work is subject to the system being in a satisfactory condition upon inspection. (all plans)
- Additional appliances over and above the ones included or system upgrades are not included unless taken as an optional extra. (all plans)
- Radiator and valve cover applies only to standard models. Designer or specialist models will not be covered (gold only)
- Annual inspections will aim to take place around the same period each year and will be booked by the customer, regular servicing may be re-arranged in busy periods.(all plans)
- Cover applies to Oil, LPG and Natural Gas boilers under 70kw (all plans)
- The property must be located within our service area.
- Terms may be updated from time to time. You will be notified of any significant changes.
- We make no warranties, express or implied, regarding the services provided, including but not limited to any implied warranties of merchantability or fitness for a particular purpose. All services are provided as is.
- Any issues relating to sludge or corrosion are not covered under any plan.

- Our total liability for any claim related to the services provided under your plan is limited to the fees paid by you in the 12 months before the claim. We are not liable for any indirect or consequential loss.
- We will manage the warranty call outs with the manufacturer unless the manufacturer requires the homeowner to make the booking for contractual reasons. (all plans)
- Inhibitor levels will be checked and topped up if needed, FERNOX will be used to top up, if we can not detect any inhibitor in the system we will advise a full treatment which is chargeable (all plans)

Callout Terms

- Callouts are attended as soon as reasonably possible, this is not an emergency call out service, the call outs are diagnosis callouts to offer advice on the timer, controls , pressure in the boiler or faultfinding, the will be completed within 48 where possible but may be longer in busy periods, call outs are 30mins
- Priority is given to Silver and Gold plan holders.
- Callouts apply only within normal working hours (unless otherwise stated).
- Oil line bleeding, oil filter cleaning or any oil supply issue is not included in the call out, this will be chargeable. (bronze oil care plan)

Cancellation Terms

- You may cancel within the first 14 days of signing up and receive a full refund (minus any services already provided).
- After 14 days, a 30-day notice period is required.
- The customer and ourselves can cancel at anytime without penalty unless the customer is in arrears for services provided, in that situation the arrears will be invoiced and payment is expected within 28 days
- Nicholson Heating Services reserves the right to cancel your plan in cases of non-payment, misuse, or if your boiler is deemed unsafe.
- We at Nicholson Heating Services operate a zero tolerance to bad attitudes and angry customers , we will terminate the contract immediately if customers behave in any way badly.