

# Tincknell Heating



## **GAS BOILER SERVICE & BREAKDOWN PLANS**

**FROM £17.00 PER MONTH**



**[www.tincknellheating.com](http://www.tincknellheating.com)**  
**Built on Quality & Traditional Values**

08/08/2023

## **Extra peace of mind for one of life's essentials**

Your boiler is invaluable, delivering hot water and heating all year round. And, when regularly serviced and maintained, they can give years of trouble free service.

As in many things in life, though, they do sometimes break down. That means you can be left without hot water or central heating. Worse still, it can often be difficult to find a engineer with the specialist skills and accreditation to repair your boiler

But with a Service & breakdown plan from Tincknell Heating, you can rest assured that, should the worst ever happen, one quick call and we will send a specialist over to fix the problem.

### **... Over 60 years of expertise**

Tincknell Heating have been maintaining boilers and systems for over 60 years. Our highly skilled engineers have a wealth of knowledge gained through training and years in the field

### **... At an affordable price**

We pride ourselves on delivering outstanding value for money and our gas boiler service and central heating, breakdown plan is no exception. Not only will you receive an annual service by one of our skilled engineers, but full breakdown cover as well, all for the price of a daily newspaper

### **Gas Safe registered engineer**

For safety reasons, repairing gas boilers demand specialist skills and qualifications. So it's good to know every Tincknell Heating Engineer is Gas Safe registered. Whatever make or model of your boiler, our team have the expertise to repair it swiftly and safely. All our repairs are fully guaranteed. (Please refer to your engineer for further details)

### **... Take away worry**

If you worry what it would be like to try and cope without hot water or heating, then don't. Your service & breakdown plan with Tincknell Heating, means that you should never have to worry again.

For complete peace of mind should your boiler fail rest assured you are in safe hands, just simply call our local rate number

**01749 678828**  
(Or 0845 230987)  
Email: [heating@tincknells.com](mailto:heating@tincknells.com)



The **Gas Boiler Care** and **Gas Boiler Care Plus** plans provide cover to gas fired boilers in domestic dwellings, if the property is a holiday home we will need the names and contact details of all people authorised to request breakdowns or give access for servicing – please see the ‘what is covered?’ section(s) of these terms and conditions. If you have any queries, please call Tincknell Heating on the customer services number **01749 678828**

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## A. KEY QUESTIONS

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### How do I make a claim?

1. If an breakdown occurs at your property, which is covered by your plan, please call our office number **01749 678828** and we will arrange for the breakdown to be dealt with in accordance with the terms and conditions of your plan.
2. Claims must be made by you or a person calling on your behalf. **Please call us as soon as you are aware of the incident. We will not be able to cover the costs of any work carried out by persons not authorised by us in advance.**
3. Please have your customer number ready when you call. The engineer may also ask to see your plan schedule when he/she arrives at your property.

Please be aware that you cannot make a claim under your plan during any exclusion period. If applicable, the exclusion period(s) relevant to your plan are set out within your plan schedule.

**Claims are not covered for the first 28 days following commencement of the plan.**

### When can I expect an engineer visit?

If you are requesting a service on your boiler we will send you an appointment card with a pre-booked date, if this date is not convenient then we can re-arrange to suit you, this appointment will be booked Monday to Friday, 8am to 5pm. If you are requesting an engineer visit because of a fault on your boiler we will discuss the urgency of the call and endeavour to meet your expectations. Our engineer working hours are Monday to Friday, 8am to 5pm and Saturday, 8am to 12pm.

**THERE IS NO SATURDAY BREAKDOWN COVER FROM JULY 1<sup>ST</sup> TO AUGUST 31<sup>ST</sup>**

### How long is my plan for?

Your plan will continue for the period specified on your plan schedule. You have certain rights to cancel your plan, and these are set out below. Our cancellation rights are also set out below and under the heading 'What if I miss a payment?' of this document.

### How can my plan be cancelled?

Only the named plan holder(s) or an authorised representative of the named plan holder(s) should call, email or write to cancel.

Please make sure you contact us to cancel your plan so that we do not attempt to collect any future payments.

Your plan may be cancelled in the following circumstances:

1. You may cancel this plan for any reason and at any time by writing to us at Tincknell Fuels Ltd, Cathedral View Offices, Wookey Hole Road, Wells, Somerset, BA5 2BT or contacting us on the customer services number **01749 678828** or email address: [heating@tincknells.com](mailto:heating@tincknells.com)
2. Tincknells may cancel this plan by giving you at least 7 days' notice in writing to the last address provided to us if the following take place, examples of which include:
  - \* If you submit a fraudulent claim or give false information
  - \* If you use threatening or abusive behaviour towards our engineers or staff.
  - \* If you do not make an agreed payment
  - \* If we find something wrong at the first boiler service
  - \* If there are health and safety issues
  - \* If your appliance or system is not on our approved list

**This font colour Denotes specific terms and conditions to the Gas Boiler Care Plus Plan**

### **How can my plan be cancelled cont....**

3. If the cancellation is as a result of a claim being made, unless stated otherwise, the claim which led to the cancellation will not be considered a claim when calculating any refund due. Depending on when you cancel and whether you have made a claim you may receive a refund as follows:

- a. If you cancel your plan within the first 28 days of the start of a new plan or within 28 days of renewal of an existing plan and have not made a claim or had a boiler service, you will receive a full refund of any premium paid.
- b. If you cancel your plan after the first 28 days and you have not made a claim, you will receive a refund of any premium already paid to us for the remaining period after your plan has ended (calculated monthly). If you pay monthly your plan will be cancelled at the end of the monthly period you are in at the time you notify us of your wish to cancel. You will continue to benefit from cover until the date your plan is cancelled.
- c. If you cancel your plan and you have made a claim (including within the first 28 days if the start of a plan renewal date) you will not receive a refund. We will look at the costs of services and breakdowns carried out and invoice you for any charges above monies received up to the annual cost of the plan
- d. if improvements that we tell you are needed are not carried out.

### **What if I miss a payment?**

If you fail to make a payment of premium on the due date, your plan may be suspended and you will not be able to make a claim. Tincknell Heating will notify you in writing within 10 working days of the date on which a payment was due if you fail to make a payment. If you do not pay the requested amount within 30 days of the due date, your plan will be cancelled. You will remain liable for any due and outstanding premium for the period up to the date of cancellation. If you want to make a claim under your plan whilst your plan coverage is suspended, you will be required to pay any outstanding premiums before an engineer will be despatched to your property. When your plan is cancelled, the outstanding premium due to us will depend on how you selected to pay your premium for the plan. If you pay your premium monthly, the outstanding premium will be your monthly premium payments up to the date that the plan is cancelled. If you pay your premiums annually, the outstanding premium will be all unpaid premium payments for the term of the plan.

### **What if I move home?**

You are responsible for informing Tincknell Heating of a change of your address so that the plan can be cancelled. The plan cannot be transferred to your new property or new owner of the property, a new application will need to be completed if you would like cover. Please phone us on 01749 678828 or write to Tincknell Fuels Ltd at Cathedral View Offices, Wookey Hole Road, Wells, Somerset, BA5 2BT, or you can email us at: [heating@tincknells.com](mailto:heating@tincknells.com), to cancel your plan as set out under the heading 'How can my plan be cancelled?' in this section.

### **How do I renew?**

Tincknell Heating will contact you in writing before your plan expires to arrange the renewal of your plan. At the same time we will review your premium and advise you of your renewal premium amount, this may change, this can be because of general inflation and/or because we have more detailed and accurate information on your boiler, system or appliances, as well as your breakdown history, meaning the price we charge when your Agreement renews will be tailored to you. Unless you tell us when we write to you that you do not want to renew, we will automatically renew your Agreement for another fixed period of 1 year if you have chosen to pay by Direct Debit. Tincknell Heating reserves the right to refuse renewal of any individual plan and we will inform you before your plan expires if we choose to do so.

### **How do I complain?**

Only the named plan holder(s) or a representative authorised by the named plan holder should call or write to make a formal complaint. If you have a complaint, please phone or write to Tincknell Fuels in the first instance using the customer services number or our office address. Every effort will be made to resolve your complaint to your satisfaction. Our contact details are Tincknell Fuels Ltd, Cathedral View Offices, Wookey Hole Road, Wells, Somerset, BA5 2BT or contacting us on the customer services number **01749 678828**.

**This font colour Denotes specific terms and conditions to the Gas Boiler Care Plus Plan**

## B. PLAN COVERAGE

### GAS BOILER BREAKDOWN

If you think you have a gas leak (i.e. it is an emergency), you **MUST** immediately call the **National Gas Emergency Service on 0800 111 999**.  
The National Gas Emergency Service will attend your property and isolate the leak.

#### Cover Definitions

**Domestic gas central heating boiler (boiler):** the private domestic gas central heating boiler, supplying your property, fired by natural gas, with a permissible output of up to 60 kW/hr. This includes from the boiler isolating valve, including all manufacturer's fitted components within the boiler together with the pump, motorised valves, thermostat, timer, temperature and pressure controls, radiators, interconnecting pipework, feed and expansion tank and primary flue.

**Beyond Economical Repair (applies to the boiler only):** Upon making a claim, the total cost of parts (including VAT) required to repair the boiler will be determined by us using reputable suppliers. If this cost exceeds 85% of the manufacturer's current retail price (or if this is not available, the average current retail price available through leading UK suppliers) for a boiler of the same or similar make and model to your boiler or the then current version of your boiler, it will be deemed to be beyond economical repair.

**What is covered?** A leak within or breakdown of your boiler and/or system. Visits will be dealt with by our Gas Safe registered engineer who will repair or replace the relevant part or parts of your boiler and/or system.

#### **Examples of breakdown visits covered**

- ✓ A breakdown of the boiler and/or system
- ✓ Replace heat exchanger
- ✓ Replace motorised valves
- ✓ Replace water pump connecting to the heating system
- ✓ Programmer, temperature and pressure controls
- ✓ Repair/replacement of a leaking water tank or cylinder
- ✓ Replace up to 18 leaking radiators or radiator valves

#### **Claims limit**

There is no limit to the amount we will pay claim, providing your boiler is not beyond economical repair (see above definition)

- No limit to the number of claims

#### **Service**

An appointment will be sent for your annual service

### What is not covered? Gas Boiler Care

#### (see also the General Exclusions)

- × Boilers over 15 years of age will not be accepted onto the plan
- × Repairing a boiler or any part of it, which is beyond economical repair
- × Boilers installed in commercial premises such as places of work, churches and schools
- × Heat stores and heat exchangers over 10 years old
- × Any part of the domestic gas central heating system (such as hot water cylinder, radiators and cold water tank, its feed and outlet) other than the boiler
- × Separate gas heaters providing hot water
- × LPG gas/oil systems
- × Dual purpose boilers (e.g. Aga, Rayburn)
- × Back boilers are not covered
- × Swimming pool boilers
- × Commercial boilers and boilers in commercial or community premises
- × Glowworm, Ethos, Halstead, Johnson & Starley, Radiant, Brittany, Chaffoteaux & Maury, Ferroli, Lennox, Potterton Promax Store, Ideal Istore, Ideal Icos, Vokera, Biasi, Keston, Rehema, ATAG, Alpha, Navien and Worcester Highflow boilers.
- × Potterton Promax boilers manufactured before 2016
- × Any other gas appliances not named on the plan
- × Boilers in a loft which isn't boarded out and doesn't have a fixed loft ladder
- × Warm air heating systems
- × Under-floor heating
- × Fan convector heating
- × Combined heat and power systems
- × Conventional and balanced flues
- × External Expansion Vessels
- × Water circulating pumps connected to the **hot water system**
- × Commercial pumps on domestic boilers
- × Commercial brazed heat exchangers and/or external heat exchangers will not be covered
- × Light commercial components fitted to domestic boilers
- × Pumps and manifolds connected to underfloor heating
- × Condensate pumps external to the boiler casing
- × Breakdowns resulting from frozen condensate pumps
- × Repairs to condensate traps

- × Internal filling loops are covered in the boiler casing, external filling loops are not covered.
- × Radiators will not be replaced purely for rust or cosmetic damage

### What is not covered? Gas Boiler Care Plus

#### (see also the General Exclusions)

- × As **Gas Boiler Care Plan** plus
- × Immersion heater with hot water cylinder
- × Properties where any radiators are deemed **over 20 years of age**
- × Combination cylinders
- × Elson tanks
- × Thermal storage units (e.g. Gledhill Boilermate)
- × Unvented hot water cylinders (e.g. Range Powermax), or their controls
- × Zone valves and parts connected to unvented cylinders
- × Separate gas heaters providing hot water
- × Repairs to pipe work which is buried under concrete flooring or buried in walls
- × Cast Iron, plastic or Microbore pipework
- × If pipework is covered by woodblock or laminate flooring the cost of removing the flooring will not be covered by the plan
- × Systems that have 3 or more zoned areas
- × All towel rails
- × Repairing or a like for like replacement of a non-standard radiator or radiator valves i.e.: cast iron, decorative, customised or those which curve with a profile wall
- × Plinth heaters
- × Trench heating
- × Individual room thermostats on underfloor heating

**What is not covered? Gas Boiler Care (cont)**

**(see also the General Exclusions)**

- × System Additive
- × Sludge/scale/rust within the boiler or damage caused by any other chemical composition of the water
- × All in-line system filters including Magnaclean, Worcester
- × In-line water descalers, water softeners, cartridges and siphon balls
- × A breakdown when an engineer has previously identified that remedial/maintenance work is required to prevent a future breakdown
- × Any part of the boiler and/or system which is not possible for the engineer to work on safely
- × Parts of the boiler and/or system 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
- × Boilers which are still working, but you suspect may be about to breakdown (such as a noise that has developed)
- × Frozen pipes within the boiler which have not resulted in a leak or permanent blockage
- × Any defect of failing caused by the installation or design of the boiler
- × Properties with more than 1 programmer can only claim for 1 programmer in each plan
- × Programmable and wireless room thermostats
- × Honeywell Smartfit control packs including programmer, room and cylinder thermostats, motorised valves
- × Programmers that cover underfloor or warm air heating
- × Calls to re-set or adjust programmer timings or boiler temperature controls will be chargeable
- × Breakdowns resulting from the use of Wave, Nest or similar Smart or Wifi based controls
- × Programmable faults resulting in the failure of programmable batteries
- × Hard wired room thermostats
- × Pipe or frost thermostats are not covered
- × Venting of radiators
- × Damage caused to the boiler by fire, frost or flood
- × Breakdowns resulting from power cuts or power surges
- × Breakdown resulting from household electrical wiring faults
- × Repairs to ceilings or floor caused by water damage because of boiler faults

**What is not covered?**

**Gas Boiler Care Plus**

**(see also the General Exclusions)**



Tincknell Heating Gas Boiler Care  
Application Form

Service & Breakdown Cover  
For Gas-Fired Boilers in  
Domestic Properties

# Application Form

**Gas Boiler Care Plan**  
**£17.00 (per month)**

**Gas Boiler Care Plus Plan**  
**£24.75 (per month)**

Title

Forename(s)

Surname

Address

Postcode

Instructions for property if  
its difficult to find or  
alternative postcode  
required

Tel No

E-mail address

Boiler Make

Boiler Model

Serial No. (if known)

Age of Boiler

Age of pipework, radiators etc.

Is a water descaler fitted?

Date of last service

Location of Boiler:

Kitchen

Utility

Loft Space

Garage

Outdoor

Other

If Other, please specify:

# Application Form

Property Type:  House  Bungalow  Flat

Number of Storeys:

Number of Bathrooms:

Number of Bedrooms:

Number of Radiators (Max 18):  Number of Towel Rails:

Parking availability for the Engineer:

Is this your Main Residency:  Yes  No

If no, please provide details of occupancy (ie. rented, holiday home, etc):

Please provide Billing Address:

It is your duty to provide us with all the facts and to update this information where relevant between the initial enquiry and attachment of any cover and during the term of the plan. It is your duty to ensure that the facts and information are correct, complete and up to date. If you are in any doubt as to whether information is material you should disclose it.

## Declaration

I confirm that my boiler and heating system are in good working order and I agree to the full terms and conditions.

I have read and agree the terms and conditions of the plan as shown on this document

**I am aware that cover will commence one month from receipt of application and subject to our acceptance of the boiler**

Signature \_\_\_\_\_

Date \_\_\_\_\_



**Tincknell Fuels**  
 Cathedral View Offices  
 Wookey Hole Road  
 Wells  
 Somerset  
 BA5 2BT

Instruction to your Bank or Building  
 Society to pay by Direct Debit

Originator's Identification Number

9	3	0	8	4	0
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### Instruction to your Bank or Building Society

Please pay Tincknell Fuels Ltd Direct Debits from the account detailed in This instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Tincknell Fuels Ltd and if so, details will be passed electronically to my Bank/ Building Society

**Bank Reference Number**  
**For Office use only**

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Name(s) of Account Holder(s)


Branch sort code

		—			—		
--	--	---	--	--	---	--	--

Bank/Building Society account number

--	--	--	--	--	--	--	--

Name & Full postal address of your bank or building society

To: The Manager
Address
Postcode

Signature
Date

**Banks and Building Societies may not accept Direct Debit Instructions for some types of account**

Plan No	Sent By
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## BREAKDOWNS

**Beyond Economical Repair** - If upon making a visit to your boiler and it is deemed to be Beyond Economical Repair, we will replace it if it is less than 7 years old (when it is declared Beyond Economical Repair) with a boiler of the same or similar make and model or the then current version of your boiler, which has the same or similar functionality as your boiler and has a power output of up to 60KW/hr. We cannot guarantee the same make or model or that it will be fitted in the same place. Replacements will meet all current statutory requirements. If your boiler is over 7 years old when it is declared Beyond Economical Repair we will make a contribution of **£150** towards the cost of a new boiler. When your boiler is declared Beyond Economical Repair, your plan will be cancelled in accordance with the procedure outlined in section A, under the heading 'How can my plan be cancelled?'

**Maintenance work** - The engineer, when dealing with your boiler may complete the repair but diagnose that additional maintenance work is required to your boiler **and/or system** in order to prevent a future breakdown of your gas heating. For example; maintenance work can include circumstances where there is a build up of sludge/scale/rust resulting in your boiler **and/or system** needing cleaning. As this maintenance work is not covered under this plan, it is your responsibility to have it completed. We will notify you and confirm by letter that this work needs to be completed. Until the maintenance work is carried out we will be unable to offer any cover for the affected part of your boiler **and/or system**. To avoid you paying for cover you no longer have, you should get this maintenance work completed as soon as possible. Please provide us with evidence in writing of the work having been completed in order for us to reinstate your plan coverage.

**Manufacturers Visit** - On occasion if our engineer is unable to resolve your breakdown we may refer the breakdown to your boiler manufacturers. In this event your boiler manufacturers will contact you to arrange an appointment for their engineer to call at their earliest availability and the **cost of their visit will be covered by your Boiler Care Plan**.

**Boiler Type and Condition** – We reserve the right to assess your boiler at any time. We are not able to continue to cover boilers which are not in good working order or can no longer be supported due to parts being obsolete.

**Obsolete parts** – Tinknell Heating uses reputable suppliers who stock the usual parts required to fix most boilers. However if, when attempting to fix your boiler we find that the relevant manufacturer's spare parts are not readily available after a search of all Tinknell's stockists or that parts may be available but will take longer than 28 days to source, we will not be able to complete your repair. In this event we will deem that we can no longer offer you gas boiler breakdown cover and will make a contribution of **£150** towards the cost of a new boiler. Your plan will be cancelled and your premium will be refunded in accordance with the procedure outlined in section A, under the heading 'How can my plan be cancelled?'

**This font colour Denotes specific terms and conditions to the Gas Boiler Care Plus Plan**

### **Annual Gas Boiler Service**

Your plan includes provision for an annual gas boiler service by Tincknell Heating. We will contact you to arrange for an engineer to service the gas fired boiler to statutory requirements, manufacturer's recommendations and relevant codes of practice. Annual Service Visit means a visit we carry out in each Period of Agreement to check that the elements included in your plan are safe and in good working order. We will contact you to arrange a visit to your Home in the second and subsequent years of your Agreement to inspect your boiler and controls, gas central heating system or gas appliance (depending on what is included in your plan). We will check that your boiler, its flue and ventilation are working in accordance with legal requirements and regulations, and we will analyse the combustion gases that your boiler produces using a probe where appropriate. We will disassemble your boiler to clean and/or repair it if the tests indicate that this is necessary. This is to help make sure that they are safe and in good working order. We will normally carry out your annual service visit around twelve months from the date of the last one. In periods of high demand for our services (such as cold weather), we prioritise breakdowns and may need to rearrange your annual service visit. To arrange your annual service visit we may contact you by phone, email, sms or appointment card. Where contact is by letter or email, we will make 3 attempts. Should you not respond, we will assume that you do not wish to have an annual service visit carried out for that particular Period of Agreement and move your annual service visit due date to approximately the same time in the following year. In these instances, we will not reimburse any of the Agreement fees. You will still be entitled to have your annual service visit before the end of your period of plan, but you will need to contact us to arrange an appointment.

**First Boiler Service** On all plan applications (wherever possible and weather permitting), our engineers will carry out an inspection of your boiler and/or system and controls within the first 28 days of your plan to ensure that they are safe and in good working order.

**If our engineer is satisfied with the inspection** and if the boiler has not been serviced by us in the previous year he will carry out the annual service. If Tincknell Heating have serviced the boiler within the last 12 months we will send an appointment card on the anniversary of the previous service.

**If the inspection reveals a problem** such as boilers for which we cannot get parts, or systems that are not installed safely or which we can not get to, we will:

- Tell you what work is needed and what it will cost to do the work
- Offer you a difference Boiler Care Plan or a maintenance plan **or**
- Cancel your plan and refund any money you have already paid

We will not carry out a first boiler service if we have carried out a first service or annual service at the same property in the previous twelve months, even if you are the new owner of the property.

## C. IMPORTANT INFORMATION

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### General Exclusions

The following are also excluded from cover and therefore Tincknell Heating will not be liable for any of the following:

- Any item not forming part of your plan coverage as detailed in 'What is Covered?';
- Replacing appliances, bathroom fixtures and sanitary ware.
- Any event, loss or damage arising from existing or design faults (unless we are responsible for the design fault), faults which existed before you entered into the plan with us, faults which have been identified on a previous visit or agreement at the property or faults which we could not, using reasonable care and skill, identify on our first service or a repair call out to your system or appliance.
- Any costs / activities in excess of the claims limit or any other limit specified in 'What is Covered?'. You are responsible for agreeing and settling these costs directly with the engineer;
- Any losses caused by any delays in obtaining spare parts and any losses as a result of an incident covered by this plan other than those direct costs expressly covered by this plan, unless caused by our negligence or that of our agents and suppliers, including the failure to search all of our stockists for a spare part;
- Systems/equipment/appliances that have not been installed, serviced or maintained regularly according to British Standards and/or manufacturer's instructions; or that are subject to a manufacturer's recall;
- Any boiler which is not registered with Governing Authority.
- Instances where a repair/replacement is only necessary due to changes in legislation/health and safety guidelines;
- Any accidental damage, third-party damage and damage from deliberately taking risks, we will not cover the cost of repairs relating to damage caused by you. If work is carried out on your system or appliance by someone other than us, weather or not following our advice (e.g. powerflush), which results in damage to that or another part of your system because of poor workmanship, the repair will be excluded from your plan.
- The costs of any work carried out by you or persons not authorised by us in advance;
- any parts not supplied and chosen by us. Subject to any applicable regulations, our engineer can fit an alternative part (that complies with British Standards) supplied by you at the time of the visit (e.g. a switch or tap) however this part will not be guaranteed. Our engineer will not fit alternative parts supplied by you where the claim relates to the gas supply or the central heating system;
- Normal day-to-day maintenance of the items covered by your plan at your property, for which you are responsible;
- Any situation where due to health and safety, a specialist person is required, e.g. where asbestos is present; Removing asbestos associated with repairing the appliance or 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.

### General Exclusions continued...

- Resetting controls (for example thermostats and programmers following changes due to winter or summer months)
- Repairing or replacing steel pipework
- All other loss and damage unless we cause it, we will not be responsible for any loss or damage to property as a result of your appliance or system breaking or failing, including any cleaning needed, for example, damage caused by water leaks.
- Making good, we will fill any holes and leave the surface level if we have had to make access to your system or appliance so we could carry out a repair, however, we will not replace the original surface or construction (for example, redecoration). If the original surface or construction was damaged as a result of the fault, for example water leak, we will not replace the original surface.
- Any loss in the event of damage occurring where the property has remained unoccupied for 60 or more consecutive days;
- Any loss arising from subsidence, heave of the site or landslip caused by:
  - bedding down of new structures;
  - demolition or structural repairs or alterations to the property;
  - faulty workmanship or the use of defective materials;
  - river or coastal erosion;
- Any loss or damage arising as a consequence of:
  - war, invasion, act of foreign enemies, terrorism, hostilities (whether war is declared or not), civil war, rebellion, revolution, insurrection, coup, riot Or Civil disturbance;
  - ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from combustion of nuclear fuel, the Radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or its nuclear component;
  - any defect, loss or damage occasioned by fire, lightning, explosion, tempest, flood, earthquake, impact or other extraneous causes, unless the consequences of any of these are expressly stated to be included elsewhere;
- Loss, damage or indirect costs arising as a result of disconnection from or interruption to the gas, electricity or water mains services to the property, for example a power cut to your neighbourhood;
- Any investigative work, where the incident which caused you to claim has already been resolved;

## **Other Exclusions**

We will not include the following:

- Upgrades that are required to improve your appliance or system due to poor access or poor condition.
- Replacing or repairing parts that do not affect how the appliance or system works, or decorative or specialist parts.
- Repairing or replacing parts that do not affect how the appliance or system works, or decorative or specialist parts.
- Cash alternatives instead of a service, maintenance or repair.
- The cost of repairing damage or breakdowns caused by changes to, or problems with, the gas, electricity or water services.
- Beginning or continuing services where we reasonably consider that there is a health and safety risk, including the presence of dangerous materials, infestations, or harassment of our staff (including verbal or physical abuse). We will not start work again until there is no longer a risk to health and safety.
- Loss of or damage you may suffer to your system if radio frequency allocations are subsequently altered by other people that interfere with your system or its controls.

## **General Conditions**

### **Our guarantee**

Under this plan, the workmanship and any part(s) used by us to solve the problem will be guaranteed for a period of twelve months from the date the work is carried out.

Where appropriate, we may advise you that remedial or maintenance work will be required to be undertaken by you in order to bring your installation up to a suitable standard or to prevent a future incident. Such work will be at your own cost, Tincknell Heating will provide a quotation for this work if you so wish.

### **Our responsibilities**

We will meet our responsibilities under your plan within a reasonable time unless it is impossible because of circumstances outside our control. If we cannot meet our responsibilities, we will let you know as soon as possible confirming the reasons why we cannot meet our responsibilities. We will also give you another time when we expect we can meet our responsibilities to you. Where we have agreed to take your appliance/system onto our plan, and have previously advised there may be restrictions over our ability to maintain your appliance/system or the supply of parts, we will use all reasonable endeavours to carry out repairs.

### **Creating access**

Our engineers will only work in your property if there is someone aged 18 or over there at all times. Upon arrival at your property, the engineer will locate the source of the incident. If direct access is not available, for instance if there are floor tiles or floorboards in the way, the engineer will need to create access. If you want our engineer to do this, you will be asked to confirm it in writing while the engineer is at your property. Unless stated in the 'What is Covered?' sub-sections of the Plan Coverage section, this plan does not provide you with cover for any damage which may be caused to the property, its contents, fixtures, fittings, floorings or sanitary ware (unless such damage is as a result of our engineer's negligence). If you do not want our engineer to create access, we will be unable to progress your claim until you have arranged for access to be made.

### **Spare parts**

If our engineer does not carry the spare parts needed on the day of your appointment, we can normally get hold of most items the following working day. If not, we will do all we reasonably can to find and install parts from our approved suppliers. We may use other approved parts or parts that have been reconditioned by the original manufacturer or approved third parties.

### **Property eligibility**

This plan is for homeowners resident in the United Kingdom. Retail, commercial and other premises used for business are not eligible for this cover, and council and housing

Association tenants will not need this service. The property must be your permanent home and owned and solely occupied by you and your family as a private residence with no business use. Mobile homes, bedsits, sub-divided homes and let and sub-let properties are not covered. Please also see the definition of property in the 'General Definitions' section. The boiler at your property must have a power output of less than 60kW and be fired by natural gas (and not LPG, electric or oil). Your property must not be heated by dual purpose boilers, a warm air heating system, combination and unvented cylinders or thermal storage units.

## **Your contracts**

### **Your contract with Tincknell Heating.**

Tincknell Heating arranges and administers your plan cover. If you need to contact Tincknell Heating regarding your plan, please phone the customer services number **01749 678828** or write to us at **Tincknell Fuels Ltd, Cathedral View Office, Wookey Hole Road, Wells, Somerset, BA5 2BT.**

1. Tincknell Heating sells, arranges and administers your plan cover.
  2. Tincknell Heating will agree service standards for the delivery of cover of your plan.
  3. Tincknell Heating will collect the premium in accordance with your instructions.
  4. Tincknell Heating will only amend these terms and conditions for legal or regulatory reasons.
- Where this change benefits you, we will make the change immediately and notify you within 28 days. In all other cases we will write to advise you of the change at least 28 days prior to any change taking effect. If the changes do not benefit you and you wish to cancel your plan, you may do so and we will follow the procedure as outlined in section A, under the heading 'How can my plan be cancelled?'

### **How we use your data**

Any information that you provide under this plan will be held and used to administer your plan by Tincknell Heating (the 'data controller' for the purposes of the Data Protection Act 1998). Tincknell Heating may use your data for the purposes of training, testing, quality control, research and statistical analysis. Tincknell Heating may also use your data to keep you informed by post or telephone of any products or services which they consider may be of interest to you. If you do not want to receive such information please write to Tincknell Fuels Ltd, Cathedral View Office, Wookey Hole Road, Wells, Somerset, BA5 2BT, marking the communication 'For the attention of the Data Protection Officer, Customer Relations Department. 'To help keep your information accurate and up to date we may use information from selected third parties.

**Please Retain**  
**The Direct Debit Guarantee**



This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits

If there are any changes to the amount, date or frequency of your Direct Debit Tincknell Fuels Ltd will notify you 14 working days in advance of your account being debited or as otherwise agreed. If you request Tincknell Fuels Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request

If an error is made in the payment of your Direct Debit by Tincknell Fuels Ltd or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society

If you receive a refund you are not entitled to, you must pay it back when Tincknell Fuels Ltd asks you to

You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Updated 25th October 2018

# **TINCKNELL HEATING**

**ALL ENGINEERS EMPLOYED LOCAL TO YOUR AREA AND  
EMPLOYED BY TINCKNELL HEATING**



Contact us on

**01749 678828**

**Or 0845 2300987**

**heating@tincknells.com**

Claims can be notified by calling TINCKNELL HEATING between 8.00 am and 5.00 pm Monday to Friday and between 8.00 am and 12.00 pm on Saturday (excludes Bank Holidays)

**If you think you have a gas leak call the  
National Gas Emergency Service on**

**0800 111 999.**