

Tincknell Heating



**OIL BOILER SERVICE & BREAKDOWN
PLANS**
FROM £29.00 PER MONTH



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 an engineer with the specialist skills and accreditation to repair your oil fired boiler.

But with a boiler 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 Boiler Service & 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

... Is my boiler suitable for the plan

Our plan is open to oil fired boilers in domestic dwellings which are under 20 years of age and is subject to our terms and conditions*. Our engineers will carry out an inspection of your boiler following your application and you will be advised of any conditions not covered by the plan.

Two great options to give you peace of mind:

£29.00 (per month) including VAT



Annual service (inc nozzle & oil lines and filter)

- Service parts, Nozzle, Flexi oil lines and filters
- Water heating pump, motor, motorised valve, fire valve
- Water jacket, heat exchanger and heat store fitted to boilers under 10 years of age*

£2,000 limit any one claim (and in aggregate for the year)

£39.75 (per month) including VAT



All the benefits of the Gold cover plus:-

Radiators, valves and radiator thermostats
Expansion tank

£5,000 limit any one claim (and in aggregate for the year)

* subject to terms & conditions

OFTEC accredited technicians

For safety reasons, repairing oil fired boilers demands specialist skills and qualifications. All our repairs are fully guaranteed. (refer to your technician 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. The boiler service & breakdown cover from 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 2300987

Or email us at;

heating@tincknells.com

www.tincknellheating.com

**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.

This is an important document which we recommend you read.

THESE ARE THE TERMS AND CONDITIONS OF YOUR TINCKNELL HEATING SERVICE & BREAKDOWN PLAN

GOLD OPTION

We will service your boiler once per annum to Oftec standards, a nozzle will be replaced annually, the oil line/s every other year (depending on the type) and the filter as required.

The following items are covered :

- Boiler components including the water jacket, heat exchanger or heatstore *
- Water heating circulating pump (or warm air fans) 1 per system per year
- Motorised valves - 1 per system per year
- Programmer and time clocks - 1 per system per year
- Fire safety valve
- All parts costs*
- Unlimited call outs to boiler breakdowns during the plan period
- Internal boiler expansion vessel
- Plate heat exchangers on combination boilers

£2,000 maximum claim per annum

PLATINUM OPTION

All the benefits of the Gold Plan plus:-

We will repair or replace:

Radiators—Maximum of 18 including towel rails

Radiator valves and radiator thermostats

Systems to be inspected by our engineer prior to entry onto the Platinum Plan

£5,000 maximum claim per annum

* Subject to Terms & Conditions

GENERAL CONDITIONS

THE FOLLOWING GENERAL CONDITIONS APPLY TO THE AGREEMENT

On appliances new to Tincknell Heating OR not installed by Tincknell Heating we will carry out an inspection (subject to weather conditions) within the first 28 days of application. If the inspection is satisfactory and the boiler has not been serviced by Tincknell Heating in the last 12 months a routine service will also be carried out. Any pre-existing problems with the boiler system will be noted and not covered by the plan until rectified at the home owners expense.

Should your boiler be found to be unsuitable for the plan we will cancel your agreement and refund any money that has been paid

Corrosion inhibitor to be present in all heating systems (testing will be carried out annually by your Tincknell service engineer)

Plan holders must be resident in the United Kingdom

If the property is tenanted, a holiday home or managed by a Letting Agents we need to have names, mailing address and phone numbers for all persons authorised by yourselves to request breakdown calls. If no contact details are given then no breakdown calls will be covered unless authorised by yourself

Failure to advise us that the property is not your main home may render the plan invalid

Creating Access Our engineers will only work in your property if there is someone aged 18 or over there at all times. On arrival at your property he will inspect the boiler, and if direct access is not available he will discuss with you what needs to be done prior to a return visit being made. Your plan does not cover our engineers removing worktops or lifting flooring

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

Parts not covered by your plan will be charged to a separate account and an invoice will be sent to you.

Attempted fraud or giving false information will result in cover being void.

The boiler must be serviced annually

GENERAL EXCLUSIONS

THE FOLLOWING GENERAL EXCLUSIONS APPLY TO THE AGREEMENT

- **Boiler over 20 years of age will not be accepted onto the plan.**
- Lack of fuel or running out of fuel
- Boiler not registered with the Governing Authority
- HRM Wallstar, Thermecon, Grandee, Warmflow and Navian boilers are not covered by the Plan, existing Gold & Platinum customers will not be affected.
- Grant standard efficiency combination boilers are not accepted onto the Plan, existing Gold & Platinum customers will not be affected. **Grant Vortex combi condensing boilers are accepted onto our plans.**
- Oil wall hung boilers will not be covered, existing Gold & Platinum customers will not be affected.
- Boilers located above the second floor or in attics and using oil lifters
- Warm Air Systems
- Boilers located in lofts without boarding or a fixed ladder for access
- Swimming pool boilers
- Boilers in commercial or community buildings
- Boilers will not be covered if they are fed by an underground or communal oil tank
- 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)
- **Damage caused to your boiler by fire, frost or flooding**
- Breakdowns resulting from power cuts and power surges
- Household electrical wiring work is not covered
- If we attend a breakdown and identify a problem caused by a pre-existing system fault which requires repeat visits from our engineer, these visits will not be covered under the plan unless the pre-existing problem is resolved.
- Programmable and wireless room thermostats are not covered
- Honeywell Smartfit control packs including programmer, room and cylinder thermostats, motorised valves
- Hard wired room thermostats are not covered
- Programmers and thermostats controlling warm air and underfloor heating are not covered
- Manifolds and pumps connected to underflooring heating are not covered.
- Programmer faults caused by the failure of the programmers batteries are not covered
- Calls to adjust or re-set the programmer are not included in the plan and will be charged to your fuel account
- SMC Controllers
- Frost and pipe thermostats are not covered
- Cylinders and unvented cylinder thermostats are not covered



Service & Breakdown Plan
Application Form

Application Form

☐☐

Title

Forename(s)

Surname

Address

Postal code

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

Number of Storeys:

Number of Bathrooms:

Number of Bedrooms:

Number of (Max 18):

☐

Radiators

☐

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

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Bank/Building Society account number

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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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- Faults caused by using mobile phone Apps or Wave style appliances to control your boiler will not be covered
- Unvented cylinders are not covered
- Zone Valves and parts fitted and specific to unvented cylinders are not covered
- In-line water descalers, water softeners, cartridges and silliphos balls are not covered
- Magnaclean, Worcester System Filters or any in-line magnetite collector will not be covered
- Internal filling loops are covered, external filling loops are not covered
- Solar heating will not be covered
- Immersion heaters are not covered
- **Heat Stores on combi boilers over 10 years of age are not covered**
- **Water jackets, heat exchangers or heat stores fitted to the boilers when the boiler was manufactured over 10 years ago**
- **Water jackets fitted to Grant Combi and Grant Vortex boilers over 5 years of age***
- Oil tanks and pipework leading from tank to boiler
- If the system oil filter is considered unserviceable by the engineer it will not be cleaned or serviced and the cost of a replacement will be given
- Breakdowns resulting from the failure of oil lifters or tiger loops
- On entry to the plan no pre-existing conditions will be covered. A quotation will be offered to correct the problem pre acceptance to the scheme
- The cold water supply tank, header tank, feed and outlet are not covered
- **Water in the oil tank causing the boiler to breakdown**
- Any loss or damage as a result of the property being unoccupied for more than 60 consecutive days
- Damage solely due to wilful neglect
- Baffles are not covered
- Condensate pumps
- Breakdowns resulting from frozen condensate pipes are not covered
- Repairs to condensate traps
- Damage caused to the boiler by the condense trap is not covered
- Damage to the boiler as the result of an incorrect boiler/system installation.
- External system expansion vessels
- Third-party liability or accidental damage caused by you or somebody else
- Breakdowns where no boiler faults are found **may** result in call out and labour charges
- Any costs incurred as a result of you not being able to use your system/equipment normally
- The cost of any service (decommissioning and re-commissioning) as a condition of this agreement

- Should a manufacturers' part becomes obsolete for your boiler, we will try to source an alternative. If the part is unavailable we will offer a quotation for a replacement boiler
- In the event of a breakdown resulting in a new water jacket or boiler installation, the cost of cleaning the system will not be covered
- Breakdowns resulting from power cuts or power surges
- Repair to ceilings and floors caused by water damage
- If a water descaler isn't fitted to your combination or condensing combi boiler and a claim arises because of hard water your claim will not be valid - If you are unsure if you have a descaler fitted, please ask your engineer on your next service
- Removal of hard water scale or sludge from your system
- Water pumps installed or connected to secondary or hot water supply systems.
- Commercial pumps on domestic systems are not covered.
- Commercial brazed heat exchangers and/or external heat exchangers are not covered
- Light commercial components fitted to domestic boilers are not covered
- Conventional and balanced flues.
- **System additive – the cost of adding system additive to the system**
- Any item also covered by an additional insurance plan or household insurance will not be covered
- Your Service & Breakdown Plan is not transferable to a replacement boiler, new address or new owner

COMPLETE BOILER CARE PLATINUM OPTION as previous plus

- Properties where all radiators are over 20 years of age on entry to the plan
- Cast iron pipework is not covered by the plan
- Pipework under concrete is not covered
- Plastic pipework is not covered
- Microbore pipework will not be covered
- Single pipe systems are not covered
- Underfloor and trench heating is not covered
- Warm air heating is not covered
- If pipework is covered by wood block or laminate flooring the cost of removing the flooring will not be covered by the plan
- Cast iron and designer radiators will not be covered
- Radiators are not covered for purely cosmetic or rust damage
- System divided into 3 or more zoned areas are not covered
- Plinth heaters are not covered
- Towel radiators with dual electric heater elements are not covered
- Curved radiators are not covered
- Designer radiator valves will not be covered
- No longer available to customers in Devon (existing customers will be unaffected)

On occasion it may be necessary to make changes to your Service & Breakdown Plan, these changes will be found on our website www.tincknellheating.com

FIRST 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 we 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 access issues for working on we will:

- Tell you what work is needed and what it will cost to do the work or
- Offer you a difference 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.

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 heating. For example maintenance work can include circumstances where there is a build up of sludge/ scale/rust resulting in your boiler/system needing cleaning. As this maintenance work is not covered under this plan, it is your responsibility to have it 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. If the work is not carried out by Tincknell Heating please provide 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 of 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 will be covered under your Service & Breakdown 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 Tincknell Heating uses reputable suppliers who stock the usual parts required to rectify faults on most boilers. However, if when attempting to fix your boiler we find that the relevant manufacturer's parts are not readily available after a search of all Tincknell Heating stockists, or the parts maybe available , but will take longer than 28 days to source, we will not be able to complete the repair. Your Service & Breakdown Plan will be cancelled and we will offer you a quotation for a replacement boiler.

PLAN PAYMENT Is by 12 monthly direct debits or full payment on plan application by cheque or card payment. If the property is managed by a property management or letting agents then we are unable to offer direct debit payments.

WHAT IF I MISS A PAYMENT If you fail to make a payment 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 which your payment was due. If the requested amount is not paid within 30 days of the due date your plan will be cancelled.

RENEWALS Tincknell Heating will contact you in writing before your plan expires to arrange renewal of your plan. At the same time we will review your premium and advise you of the renewal amount, this may change, this can be because of general inflation and/or because we have more detailed information on your boiler and/or system as well as your breakdown history, meaning that the price we charge on renewal 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 choose to pay by direct debit. Tincknell Heating reserves the right to refuse renewal of any individual plan, and we will advise you before your plan expires,.

CANCELLATION The plan runs for 1 calendar year, in the event of a closure during that time we will look at the costs of services and breakdowns made and will invoice you for any charges above the monies received up to the annual cost of the plan. Cancellations must be notified either in writing or by email to Pat Mooney at Cathedral View Offices, Wookey Hole Road, Wells Somerset BA5 2BT or pat.mooney@tincknells.com

Cancelling your direct debit without contacting us will not mean that you have cancelled your Service & Breakdown Plan

Tincknell Heating reserve the right to terminate your Service & Breakdown Plan at any time. In the event of this happening notification will be sent to you and our services withdrawn with immediate effect

HOW DO I MAKE A CLAIM UNDER THIS PLAN?

Your boiler may restart on the reset button, if unsure of the location of the reset button please refer to the user manual. (Do not press the button more than twice)

Check your oil tank for fuel

If the programmer is faulty, have you checked the batteries

Please quote your plan number when reporting a breakdown (your plan is a separate account and not linked to your fuel account)

Our engineers working hours are 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).

**THERE IS NO SATURDAY COVER IN DEVON FROM MAY 1st TO AUGUST 31st
AND FROM JULY 1st TO AUGUST 31st IN ALL AREAS**

01749 678828 or 0845 2300987

www.tincknellheating.com

COMPLAINTS

We take our service to you very seriously, and want to ensure you receive first class service. If you have a complaint regarding the way in which the plan was sold please write to Rob Ormond, Tincknell Fuels Ltd, Cathedral View, Wells, Somerset BA5 2BT

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.