

Tincknell Heating



LANDLORD GAS BOILER PLAN £25.00 PER MONTH



www.tincknellheating.com
Built on Quality & Traditional Values

20/01/2025

Extra peace of mind for one of life's essentials

In all properties the boiler is invaluable, and when regularly serviced and maintained will deliver hot water and heating throughout the year.

Continued access to heating and hot water is vital to your tenants, however as with many things in life, boiler breakdowns can occur. This may leave them 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 the boiler.

By choosing our Landlord Boiler Care Plan you can rest assured that should the worst happen, one quick call and we will send an engineer out to fix the problem. (subject to terms & conditions).

... Over 70 years of expertise

Tincknell Heating have been maintaining boilers and systems for over 70 years. Our highly skilled engineers have a wealth of knowledge gained through training and years in the boiler service industry.

... At an affordable price

We pride ourselves on delivering outstanding value for money and our Landlord Gas Care Plan is no exception, Not only will you receive an annual service including your Landlord Certificate by one of our skilled engineers but breakdown cover as well

Gas Safe registered engineers

For safety reasons, repairing gas boilers demand specialist skills and qualifications. So it's good to know every Tincknell Engineer that will work on your gas boiler is Gas Safe registered.

All our repairs are fully guaranteed.

... Why choose Tincknell Heating for your boiler care

No excess charges and unlimited breakdown cover from an established company experienced in maintaining and servicing gas boilers.

We ensure the continual professional development of our gas engineers

01749 678828

Email: heating@tincknells.com



**Cover your boiler and central heating system with our
Landlord Boiler Care Plan only £25.00 a month**

(Mains Gas Boilers)

and includes

- **Annual Boiler Service**

Your annual service, including a visual check on all gas appliances

Checks to the boiler casing and flue

Gas pressure checked at the Gas Meter

- **Landlord Gas Safety Certificate**

- **Unlimited call outs**

- **No excess charges**

- **Guaranteed to be with your tenant before the end
of the following day** (see General Conditions)

ALL SERVICING CARRIED OUT TO



GAS SAFE STANDARDS

**IN ADDITION TO THE PLAN WE CAN OFFER THE
FOLLOWING SERVICES AT PREFERENTIAL RATES**

- Access to our plumbers for domestic plumbing requirements
- Boiler Replacement and hot water installations
- Additional or replacement radiators & system works

This plan provides cover in relation to domestic incidents – 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

How do I make a claim?

1. If a breakdown occurs at your tenants property, which is covered by your plan, please call Heating Services on **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 your tenant or a person calling on your behalf (to be notified in writing of approved representatives 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 or the postcode of the property ready when you call. Please be aware that you cannot make a claim under the plan during the exclusion period 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.

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 Heating, Cathedral View Offices, Wookey Hole Road, Wells, Somerset, BA5 2BT or email heating@tincknells.com
2. Tincknell Heating 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 or your representative or tenant acting on your behalf.
- * If you or your representative or tenant 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 at the insured address
- * If your appliance or system is not on our approved list
- * If you do not give us access to your property if this is needed
- * If we are not reasonably able to find parts for your appliance or system
- * If improvements we tell you are needed are not completed

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 or received a service 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 and have not made a claim or received a 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 or received a service, 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 or received a service (including within the first 28 days of the start of a new plan period) you will not receive a refund - we will retain all premium you have already paid to us and maybe subject to further charges in relation to goods and services received.

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 sell the property?

If the property is sold it is your responsibility to inform Tincknell Heating so that the plan can be cancelled. The plan cannot be transferred to another property or to the new owner of the property. Please write to Tincknell Heating at Cathedral View Offices, Wookey Hole Road, Wells, Somerset, BA5 2BT, or you can email us at: heating@tincknells.com, to cancel your plan as set out under the heading 'How can my plan be cancelled?' in this section.

What if I have a new or change of tenant?

Please make sure your new tenant details (including contact number) are forwarded to our office so as our records can be kept up-to-date. Failure to do so may cause a refusal of a claim by your new tenant, or difficulty in arranging the yearly service of the gas boiler and landlord safety check.

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 contact us on 01749 678828 or email heating@tincknells.com.

When can my tenants expect an engineer to call?

Entry onto the Plan On receipt of your application we will call and inspect your boiler prior to acceptance onto the plan. If Tincknell Fuels have not serviced the boiler in the last 12 months then we will service the boiler and issue a Landlord Safety Certificate.

If the boiler is found to be unsuitable and a service has been carried out, we will request payment of the service less any plan premiums we have received.

Service An appointment card or email with a pre-booked date will be sent directly to your tenants unless advised otherwise. Appointments are carried out Monday – Friday between 8am and 5pm.

This has details for the tenants to contact us to rearrange should the given date be inconvenient.

Breakdowns In the event of a breakdown no calls will be carried out unless confirmed by either yourself or your representative, unless authority has been given by yourself to authorise your tenant. Our normal working hours and engineer calls are carried out between 8am to 5pm Monday – Friday and 8am to 12pm on Saturdays.

When requesting an engineer we will discuss the urgency of the call, any special circumstances and endeavour to meet your/representative/tenant expectations.

THERE IS NO SATURDAY BREAKDOWN COVER BETWEEN JULY 1ST AND AUGUST 31ST

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, programmer, temperature and pressure controls.

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.

<u>What is covered?</u> A leak within or breakdown of your boiler. Visits will be dealt with by our Gas Safe registered engineer who will repair or replace the relevant part or parts of your boiler.
Examples of breakdown visits covered ✓ A breakdown of the boiler ✓ Replace heat exchanger ✓ Replace motorised valves ✓ Replace water pump connecting to the heating system ✓ Programmer, temperature and pressure controls
Claims limit - There is no limit to the amount we will pay per claim, providing your boiler is not beyond economical repair (see above definition) - No limit to the number of claims Service An appointment will be made

Landlord Boiler Care Plan Application Form

Please complete page 9-12 and return in the envelope provided

Landlords details

Landlord Title	
Landlord Forename(s)	
Landlord Surname	
Landlord Address	
Postcode	
Tel No	
Mobile No	
E-mail address	

Details of Property to be covered

Address	
Postcode	
Instructions for property if its difficult to find or alternative postcode required	
☐	This is a domestic rental
☐	OTHER please state how the property is used
	
Landlord Certificate Expiry Date	

Landlord Boiler Care Plan Application Form

Landlord Gas Boiler Care Plan £25.00 (per month)

Boiler Make

Mains Gas

☐

Boiler Model

Serial Number (if known)

Is a water descaler fitted to your pipe work?

☐

Yes

☐

No

☐

Not sure

Age of Boiler

Date of last service & Landlords Safety Check

Location of Boiler

☐

Kitchen

☐

Utility

☐

Attic/Loft Space

☐

Garage

☐

Other (please specify).....

Other gas appliances on site

☐

Fire

☐

Oven

☐

Hob

☐

Other (please specify).....

Property Type

☐

Flat

☐

House

☐

Bungalow

☐

Other (please specify).....

Number of Radiators (max 18)

Number of Towel Rails

Is the gas supply provided by a pre-pay meter?

☐

Yes

☐

No

Location of gas meter

Is parking available for the engineer?

☐

Yes

☐

No

Landlord Boiler Care Plan Application Form

Tenants Name

Tenants Tel No

E-mail address

I am happy for Tincknell Heating to contact my tenant directly to arrange servicing

☐

Yes

☐

No

Please send all appointment cards to either myself/ my agent and we will contact the tenants to notify them of the appointment

☐

Yes

☐

No

In the event of a breakdown not covered by the plan no calls will be carried out unless authorised by myself/my agent

☐

Yes

☐

No

I am happy for my tenants to contact Tincknell Heating and request a breakdown call

☐

Yes

☐

No

Letting Agent (if applicable)

The property is managed by

who have authority to act on my behalf in the event of a breakdown

☐

Yes

☐

No

Address

Tel No

E-mail address

Declaration

It is your duty to provide us with all the facts and to update information relating to the tenants/ Agency/authorised persons contact details when relevant

I confirm that I am the registered owner of this property and that I have read and agree with 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 engineers inspection and 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

What is not covered (see also the General Exclusions)

- Boilers which are over 15 years of age at date on entry to the plan.
- Properties that are used as holiday lets or Airbnb and not rented out as permanent residencies for tenants
- Boilers at commercial properties or used for commercial business
- Repairing a boiler or any part of it, which is beyond economical repair
- Heat exchangers and heat stores over 10 years of age
- Properties with more than 18 radiators and/or towel rails
- If the pre-payment gas meter has run out of credit and no gas supply to the boiler (please make sure sufficient funds are available for feed of gas to the boiler);
- 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
- Oil systems or LPG Boilers
- Dual purpose boilers (e.g. Aga, Rayburn)
- Back boilers are not covered—Boilers in cellars
- Alpha, ATAG, Biasi, Brittany, Chaffoteaux & Maury, Ethos, Ferroli, Glowworm, Ideal Icos, Ideal Istore, Johnson & Starley, Keston, Lennox, Navien, Potterton Assure, Potterton Promax Store, Radiant, Remeha, Vokera, Worcester Highflow. boilers
- Boilers in a loft that isn't boarded out and doesn't have a fixed loft ladder or lighting
- Swimming Pool Boiler
- Commercial boilers
- Plate heat exchangers external to the boiler
- Warm air heating systems
- Under-floor heating
- Pumps and manifolds connected to underfloor heating
- Fan convector heating
- Combined heat and power systems
- Unvented cylinders, zone valves and parts connected to or controlling them
- Conventional and balanced flues
- External Expansion vessels are not covered
- Water circulating pumps connected to a hot water system
- Commercial pumps
- Light Commercial pumps fitted to domestic boilers
- Condensate pumps
- Breakdowns resulting from frozen condensate pumps
- Repairs to condensate traps
- Internal filling loops are covered, external filling loops are not covered
- System Additive
- Sludge/scale/rust within the boiler or damage caused by any other chemical composition of the water
- Magnaclean, Worcester or similar in line filter systems
- In-line descalers, water softeners, cartridges and siliphos 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
- Plate heat exchangers external to boiler

What is not covered? (see also the General Exclusions) continued.....

- Flue gaskets and manifolds
- 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 has developed)
- Frozen pipes within the boiler which have not resulted in a leak or permanent blockage
- Any defect or failing which may be attributed to the design of the boiler
- Programmable and wireless room thermostats
- Properties with more than 1 programmer can only claim for 1 programmer in each plan year
- Specialist programmers are not covered
- Honeywell Smartfit control packs including programmer, room and cylinder thermostats, motorised valves
- Programmers controlling underfloor and warm air heating systems will not be covered
- Calls to re-set or adjust programmer timings or boiler temperature controls will be chargeable
- Programmer faults resulting in the failure of the programmers batteries
- Breakdowns resulting from the failure of a WAVE or NEST or App type boiler controller
- Hard wired room thermostats
- Pipe and frost thermostats are not covered
- Radiators and TRVs
- Venting of radiators
- Damage caused to your boiler by fire, frost or flood
- Breakdowns resulting from power cuts to power surges
- Breakdowns resulting from faults with the household electrical wiring
- Repairs to ceilings and floors caused by water damage because of boiler failure

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 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. 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 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 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. 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 direct to arrange an appointment for the engineer to call at their earliest availability and the **cost of the visit will be covered by your Landlord 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.

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.

IF A PART IS UNAVAILABLE Tincknell's 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 no longer in production, or not readily available after a search of all Tincknell'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. 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?'

Annual Gas Boiler Service

Your plan includes provision for an annual Landlord gas safety certificate and gas boiler service by Tincknell Heating. As agreed we will contact either yourself or your tenant(s) 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 tenants home in the second and subsequent years of your Agreement to inspect your boiler and controls, gas central heating system or gas appliance. 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. **Subsequent Service(s)** Boiler services are carried Monday to Friday between 8.30am and 5pm.

First Boiler Service and Landlord Safety Check On new applications where we have no boiler service history the appointment will be booked wherever possible (subject to weather conditions) within the first 28 days of the plan. We will inspect your boiler, its controls and central heating system to help make sure we can include them in your plan and that they are safe and in good working order.

If our engineer is satisfied with the inspection and if the service and Landlord Safety Certificate has not been carried out by Tincknell Heating in the last 12 months, the engineer will then service and issue the Landlord Safety Certificate.

If the inspection reveals a problem we will

- Tell you what work is needed and what it will cost to do that work;
- Offer you a different maintenance package;
- Cancel your Agreement and refund any premiums paid unless a service and Landlord inspection is carried out.

If a service is carried out and the Landlord Certificate issued but the boiler is deemed unsuitable for the plan we will invoice you £174.00 for the service plus parts less any premiums already received.

We will not carry out a First Boiler Service if we have already carried out a First Boiler Service or Annual Service at the same property in the previous twelve months, even if you are a new owner of the property.

C. IMPORTANT INFORMATION

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 not registered with the Governing Authority;
- Repairing or replacing pipework
- 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 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.
- Resetting controls (for example thermostats and programmers following changes due to winter or summer months)
- 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;

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.
- Cash alternatives instead of a service, maintenance or repair.
- Repairing or replacing any steel or iron pipes.
- 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 or tenant may suffer to your system if radio frequency allocations are subsequently altered by other people that interfere with your system or its controls.
- Replacing any batteries for your system controls.
- Repairing or replacing parts of your central heating system and controls that are specifically designed for piped or electric under-floor heating.
- Re-crediting gas pre-payment meter if out of credit
- Removing sludge or hard-water scale from your system or appliance.

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.

We guarantee a visit by our engineer to your tenants broken down boiler by close of business the next working day if a request has been logged by our office before 12pm.

The Company will guarantee a boiler breakdown in the defined working hours as indicated on page 7 (when can my tenants expect an engineer to call) but cannot be responsible for situation beyond its control in getting our engineer to your tenants property, which include adverse road conditions, road accidents, illness or unusual circumstances that could not or cannot be foreseen.

General Conditions continued

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.

Property eligibility

This plan is for Landlords who are resident in the UK and their Tenants only. 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 a private residence with no business use. Mobile homes, bedsits and sub-divided homes 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 60 KW/hr and be fired by natural gas (and not 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.