
SERVICE PLANS

TERMS & CONDITIONS – HOME ASSURANCE

1. Scope of contract
 - Shoreline PHG will provide the level of cover described below subject to an initial inspection
 - This contract is strictly a maintenance contract and not an insurance policy.
 - Shoreline PHG will cover private domestic heating installations up to 70kw that use natural gas.
2. Components of the system
 - The components covered in Home Assurance are as follows: all internal parts of the boiler, associated valves and visible gas pipework, timer/thermostatic controls, radiators, thermostatic radiator valves, heating pipework, hot water cylinder (including unvented) and expansion tank, cold water tanks, filling valves and flush syphons
3. Priority Attention
 - Shoreline PHG will endeavour to attend all breakdowns reported Mon-Fri within 24 hours
 - In the event of a reported breakdown being on a Sat/Sun or a bank holiday, Shoreline PHG will endeavour to attend within 48 hours
 - The above is subject to workload, labour availability and adverse weather conditions.
4. Annual Service
 - An annual service is included as part of your service plan. One of our Gas Safe engineers will perform the safety check in line with the manufacturer's guidelines and Regulation 26.9
 - The service will include a minimum of: Flue Gas Analyser using a calibrated analyser, check of the inlet and working gas pressure, clean condensate trap, clean magnetic filter (if fitted), clean inside of boiler case, gas rate if required, test of safety devices and all safety checks in line with Gas Safe guidelines. A system operation check including radiators, valves, pumps and expansion vessels.
 - The engineer will also inspect the radiators, hot water cylinder, pump, expansion vessels, motorised valves, controls, thermostatic radiator valves and lockshields, visible pipework and other components for leaks or defects.
 - A gas tightness test will be performed to ensure the property is free from gas leaks.
 - The annual service will be arranged at a time and date that is mutually convenient and in the month of your contract renewal.
 - The annual service will be carried out between 8.00am – 5.00pm unless otherwise agreed by Shoreline PHG.
5. Breakdowns
 - Shoreline PHG reserves the right to deem an appliance uneconomical to repair. This may be due to the age of the appliance or cost of materials.

- No minimum labour/call out will be charged in the event of a breakdown on the Home Assurance plan.
- Call outs are unlimited on the Home Assurance plan subject to fair usage and adequate severity.
- No charges will be made in respect of parts for customers on the Home Assurance plan.
- No excess will be charged on the Home Assurance plan.
- Maintenance* labour will be charged with a 20% discount on the Home Assurance plan. This will only apply to repair costs and not any form of boiler or cylinder replacement. (*Maintenance – works outside of what is included in the plan).
- No labour will be charged on the Home Assurance plan.
- Labour for boiler replacement will be charged with a 25% discount on the Home Assurance plan. All boilers that are being replaced will only be replaced as a like for like swap. System upgrades or conversions will be charged at the normal rate.
- Boilers will not be replaced within the first 3 months of the contract for new customers.

6. Breakdowns not covered

- Any breakdown that is caused by sludge, scale or system deposits will not be covered. This will be confirmed via visual inspection of failed component, or a water quality test charged at £45.00 if deemed appropriate or at customers request.
- Underfloor heating systems will not be covered unless installed by Shoreline PHG.
- Shower pumps, shower valves or concealed pipework.
- Any breakdown that is a result of a problem with the water mains electrical grid or gas main/meter. This includes having no credit on a gas meter.
- Pre-existing faults and defects in the design or installation of the system.
- Separate gas heaters, electric or oil boilers.
- Condensate lift pumps or freezing of condensate pipes that are not of adequate size.
- Any breakdowns caused by blocked drains backing up in the boiler.
- Replacement of cosmetic parts such as boiler casings and covers.
- Faults caused by the fabric of the building. For example, pipes in walls bursting due to subsistence.
- Any defects caused by misuse, malicious actions or third-party interference.
- Any defect caused by fire, flood, lightening, storm, frost, explosion, terrorism, impact of any other extraneous cause or force majeure.

7. Breaking of Appointments

- Customers that have arranged a breakdown call out or annual service are given a 3-hour slot. If the engineer attends and the customer is not available, a rebooking fee of £50.00+ VAT is charged to reattend.
- Customers must give at least 48 hours notice to change an appointment time/date.

8. Provision of spare parts

- Shoreline PHG will endeavour to obtain parts as soon as possible. However, in some circumstances parts may not be available next day.
- Shoreline PHG will not be held responsible for delays in the provision of parts from suppliers or delivery firms. All parts fitted will be of the highest quality, no substandard parts will be fitted.

9. Period, Renewal and Payment of Contract

- This contract is valid for 12 months (1 Year) from the date on which the contract is signed.
- Initial payment needs to be made within 14 days of signing the service plan contract for the plan to be activated.
- The contract will automatically be renewed year on year unless instructed by the customer to cancel. The customer must give notice no later than 28 days before the renewal date.
- Advance notice of renewal will be sent before the renewal date via post or email.
- Shoreline PHG reserves the right to cancel the renewal of a contract without giving reason.
- Payment for the contract can be made monthly via Direct Debit.
- In the event of non-payment of a Direct Debit, cover will be suspended until the account is brought up to date.
- A late payment fee of £30.00 +VAT is charged if a customer has missed two consecutive months payment.
- The contract is cancelled if the customer misses 3 consecutive payments without contacting Shoreline PHG.

10. Change of Ownership

- If the ownership of the property in which the central heating system is changes, the plan will cease. Notice of change of ownership should be given to Shoreline PHG within 28 days of the final sale of the property. The contract will not be automatically renewed.

11. Termination of Contract

- Shoreline PHG reserve the right to cancel any policy at any time if the customer is found to have broken any of the terms of this contract.
- Customers who cancel the contract mid-way through will not be entitled to any refund, partial or in full.
- Customers who wish to terminate the contract must do so giving 28 days notice.
- Shoreline PHG reserves the right to cancel the contract on request, or delay cancellation until the end of the 28 days notice period.
- Payment is required during the notice period and cover will still be offered until the cancellation date.

12. Certificates

- All certificates will be held electronically by Shoreline PHG.



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- Customers will be sent copies of any certificates via email without charge.
 - Customers can request a hard copy of any certificate free of charge.

13. Cooling off period

- Customers are entitled to a full refund within 14 days of signing the contract. Any breakdowns within this period will be charged at the full amount in the event of a cancellation.



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