

## **KTH care cover.**

### **Terms & Conditions for our customers.**

If you decide you would like one of our KTH care cover plans we will visit your property within 21 days of your enquiry (however, generally within 4 to 10 days depending on time of year) and carry out a boiler service/safety check which will include a survey of your system, depending on cover you are opting for. We will check your boiler and cover plan items comply to regulations and manufactures instructions. Check that your boiler and any proposed covered items are in good working order.

If above is satisfactory then customer can be taken on their chosen KTH Cover Plan.

If any existing faults, safety or design issues are found then a quotation will be raised to put these matters right, then once these works are completed your chosen KTH Care Plan can start. If no problems are found then your chosen cover will start immediately. If any faults are found that need to be put right before taking you on one of our cover plans and you decide not to go ahead then you will only be charged for the boiler service at our special rate of £59.00 (inc. VAT). If you decide to go ahead with one of our Silver or Gold Care Cover Plans after the initial first visit then the boiler service will be included in first year's payment

A £50 excess on every call out will be charged, unless related to a previous fault within your contract cover year.

Your chosen KTH Cover Plan will cover you for Parts & Labour.

A 24 hour help line is provided. Free Phone 0808 235 0808. We will always aim to help our customers as soon as possible in a professional and efficient manner.

Although our engineers carry a large stock of spares sometimes due to the huge number of appliances we deal with a part may need to be ordered. Generally these can be collected the following day or picked up by one of our delivery drivers.

If the boiler failure is beyond economical repair then KTH Services would offer £350 towards a replacement boiler. This would be shown clearly on any resulting quotations for work.

### **As with all insurance plans some situations are not covered by the contract:**

### **Please read the following carefully:**

No call out or repairs to the boiler or system for the first 7 days of the contract agreement after the first initial service.

Sludge or scale in system which causes a component to fail, or shortens the life span of the component.eg. Sludged and burnt out pump, noisy boiler, scale damaged cylinder etc..

Casing of boilers /cosmetic items of system.

Any accidental damage caused to the boiler or system by you or a third party.

Any damage caused to your property due to boiler or heating system component failure.

Failure of boiler or system due to one of the main services into your property being interrupted (gas, electric, water etc.)

Pipework buried in walls or solid floors. Pipework will be repaired or replaced however, cost of gaining access and making good afterwards are not covered. Pipework damaged by sludge, scale or cement corrosion is not covered. Pipework damaged by frost related incident not covered (i.e. cold weather damage, burst pipes).

Frozen condensate pipes are not covered.

Repressuring or depressurising a Combi boiler, system boiler or pressurised heating system.

Tracing a water leak or loss of pressure problem on Combi boiler, system boiler or pressurised heating system.

Resetting or retiming central heating clocks/digital programmers or room thermostats unless we are at your property servicing the boiler or attending another fault.

Ancillary controls, radiators & cylinder are not covered if damaged by sludge, scale or frost related incidents.

Specialist radiators are not covered in this insurance. I.e. Vertical, Cast, tubular radiators or towel rails. Only standard convection radiators are covered.

Gold Plan covers cylinders but not pressurised cylinders (sometimes known as unvented).

Expansion noises on heating and domestic pipework not covered. (Generally caused by tight fitting pipework through wooden joists or touching floor boards)

If any claim has been made on your selected option plan within your cover year and you decide to leave us then any remaining payments due for that contract year will be collected.

Only one boiler per chosen contract cover.

Add £15 if you would like a landlord's certificate added to your cover. (This price only applies if carried out with annual boiler service on Silver & Gold Cover Plans.)

Once we get to know your property & requirements your Heat Care Plan will be tailored each year to suit you. This makes it fairer to all our customers depending on house size.

We will let you know in advance what your following years cover will be. This will depend on amount of callouts & claims made. If no claims are made then we will guarantee your next year's cover will be fixed at your previous year's price.