

GEO GAS MAINTENANCE CONTRACTS LTD

TERMS AND CONDITIONS

START DATE

Once we have inspected your property and set up your direct debit you will be covered.

ACCESS

If you have a problem with your system we can offer an am or pm appointment but we will usually give our engineer your number to contact you directly so you don't have to wait in all day. If you are renting out your property we can also pick up keys from the letting agent. If you miss an appointment you will have to rebook with our office.

SAFETY FIRST

On certain occasions we may advise you on safety issues concerning your heating or plumbing systems. It may be necessary for works to be carried out before our engineer can repair your system.

WORKFORCE

All our engineers are fully trained and have many years experience in repairing faulty boilers and faulty plumbing. We pride ourselves on having a clean and presentable team of engineers who can be trusted in your home whether you are present or we have gained access with keys.

SPARE PARTS

If our engineers need to order spare parts for your boiler we can normally get them for the following day. If, however, there is a delay we will pay for a courier service to speed up your repair. If it is cold, our engineers can leave you with temporary heaters until your boiler is fixed.

ENERGY EFFICIENCY

The Energy Savings Trust recommends that you replace your central heating boiler every fifteen years. Your boiler may be working perfectly well but may be costing you extra to run it compared to a new condensing boiler. Typically a boiler of around twelve to fifteen years old can be as little as 60% efficient. We can install new condensing boilers that are over 95% efficient which will reduce your fuel bills by nearly a third.

REPLACEMENT BOILER

If we are unable to repair your boiler due to it being too old or parts being obsolete we can supply and fit a new boiler for a reduced rate. As long as you are a member you will be entitled to this reduced rate.

MAINS WATER SUPPLY

Your water supplier may from time to time reduce the water pressure or interrupt the supply. If this happens they are liable for any damage caused to your system.

MAINS GAS SUPPLY

Your gas supply may be interrupted due to works outside. If this is the case we will come and check your boiler once the gas has been reinstated. Any damage caused by water in gas pipes will be down to your gas supplier.

CANCELLATION

Your maintenance agreement may be cancelled if:

- You cancel your direct debit
- You have given us false information
- There is evidence of damage to the system caused by you or a third party
- Circumstances arise which prevent us from carrying out repairs safely

MINIMUM CHARGE

If you cancel your agreement within the first year you could be liable to pay a minimum charge of £100. If you have had a reason to call out one of our engineers for a repair and cancel your agreement in the first year you may be liable to pay a minimum charge of £200.

DIRECT DEBITS

Geo Gas Maintenance Contracts Ltd has been vetted by HSBC and is legally allowed to set up direct debits. As with all payments made via direct debit you will be covered by the direct debit guarantee.

SYSTEM INSPECTION AND LANDLORDS GAS SAFETY CERTIFICATE

All gas appliances will be checked that they are safe to use and are working correctly. The central heating system controls will be checked. The hot water controls will also be checked. We will then fill out a report detailing all inclusions and exclusions and submit the report for your approval.

Note some works may be needed to pass the landlords gas safety certificate.

PLUMBING INSPECTION IF APPLICABLE

An inspection of the plumbing to the property will be carried out.

We will then fill out a report detailing and inclusions and exclusions.

DRAINAGE INSPECTION IF APPLICABLE

An inspection of the drainage to the property will be carried out.

We will then fill out a report detailing and inclusions and exclusions.

GENERAL NOTES

All systems must be in full working order with all gas, electric and water supplies to the appliances turned on for our inspection. All pay as you go meters must have credit on them and be switched on.

We will take on all types of systems and will tailor make a maintenance contract specific to your system and, if necessary, your landlord needs

GMC THERMAL STORE/UNVENTED CYLINDER COVER

Included in this cover (in conjunction with the inspection report)

Elements

Thermostats

Overheat stats

Ball valves

Overflows

Pressure safety valves

Overheat safety valves

Pressure reducing valves

Control pcbs

Times adjacent to cylinder

Not included in this cover (in conjunction with the inspection report)

Damage to electronic controls due to lack of, or inadequate, ventilation

Components that are scaled up or damaged due to sludge in the system

Faulty design on system or components

GMC BOILER/CENTRAL HEATING COVER

Included in this cover (in conjunction with the inspection report)

Boiler breakdown cover

Radiators, radiator valves

All exposed pipework

F.E tank and ball valve

Central heating pump and valves
Motorised heating/hot water control valves
Programmer or time clock
Room thermostat
Hot water cylinder stat
Exposed gas supply from the gas meter to the appliance
Hot water cylinder stat
Exposed gas supply from the gas meter to the appliance

Not included in this cover (in conjunction with the inspection report)
Any lead or iron pipework
If the system is scaled up (hard water build up)
Design faults in the system which were untraceable on our inspection
Frozen pipework
Tenant damaging pipework
Any pipework which is not accessible
Any asbestos flue
All fittings not fitted in accordance with manufacturer's instruction
Any damage to décor or furniture or structure of the building due to a leak

GMC PLUMBING COVER

Included in this cover (in conjunction with the inspection report)
Exposed Mains pipework coming into the house
Cold water storage tank
Hot water cylinder
Exposed pipework to all bath, basins, showers, sink unit. W.C., washing machine, dishwasher, ball valves
Toilet siphons (standard)
Pipework fed from the tank
Overflow pipework

Not included in this cover (in conjunction with the inspection report)
Taps or tap washers
Water softeners
Mixer valves
Pumps
Water filters
Garden taps
Pressurised systems
Saniflow waste kits
Guttering and rainwater downpipes

GMC DRAINAGE COVER

Included in this cover (in conjunction with the inspection report)
Parts and labour up to £500
Blocked sinks
Blocked toilets
Blocked gulleys
All internal wastepipes that are accessible
All drains on your property up to the main sewer
Leaking wastepipes
Jetting

Not included in this cover (in conjunction with the inspection report)
Shared drains
Wastepipes that backfall