

**Terms and conditions for Skyline Heating Services Ltd (Skyline)  
Maintenance Schemes for Gas Central Heating Systems (the Scheme).**

1. These terms and conditions relate only to the central heating boiler and its attached heating system covered in the specifically identified Scheme chosen from page 3 of this document. It also only relates to the person and property identified in the application section on the same page.

2.1 Full payment will provide the selected Scheme cover for 12 months from the signed contract date (the Contract Date). If monthly payments are being made by standing order then payments must continue for the full 12 months period from the Contract Date. If the monthly standing order payments are not maintained then the full yearly sum (12 x the monthly rate less payments already made) will become due and payable within 7 days. In the event that the standing order payments cease and are not maintained then full payment of any works undertaken during the cover period of the contract will become due less any scheme payments received. Labour charges will be calculated at £60 per hour plus vat. Parts and materials will be charged at retail cost plus vat.

2.2 The Scheme charge will be reviewed annually. You will be informed of any increases to become due 30 days prior to the contracts anniversary date. There will be no penalty if you cancel the contract at the time of renewal. Payments at any time can be made by cheque, cash or by debit or credit card. Credit cards will incur an additional 2% charge.

3. All new contracts (with the exception of boiler or central heating installations installed by Skyline and which are still covered by an ongoing manufacturers warranty or one of our service schemes) will require an initial safety check and inspection visit. This inspection will confirm the eligibility of the boiler, controls and heating equipment and their compliance to the relevant gas and heating standards for the chosen Scheme. Skyline will provide quotations for the replacement or repair of any item that fails the safety and inspection visit. When any remedial works are completed and payment has been made the chosen Scheme will become operational. Any agreed rectification works will be completed within 28 days where Skyline are instructed to carry out the works. If an agreement cannot be reached then a single payment of £60 less any previous scheme payments will become due as fully and final payment for the inspection.

4.1 Annual gas or other safety checks will, where possible, be carried out within 28 days of the Contract Date. In the event of high workloads (e.g. during the winter periods) Skyline may vary this time period. Work will be carried out normally between 08.00 to 17.00 on week days. It is the customer's responsibility to make access available for work to be carried out.

4.2 Breakdown requests under the Schemes to Skyline to carry out any necessary works can be made at any time. If the request is made prior to 17.00 hours we will endeavour to visit the same day. All repair visits will be attended within 24 hours of the break down report time.

4.3 Failure to provide access to Skyline may result in the cancellation of the contract without penalty to Skyline.

5. Cover provided; trace and identify any heating system failure to the boiler or its attached central heating system. Carry out a repair or replace any parts to the central heating boiler or the central heating system as listed.

Within the boiler casing;

- a. Main burner and its ignition system.
- b. Control panels and sensors
- c. Pump and fan.
- d. Diverter valve.
- e. Thermostats or limit states.
- f. Domestic heat exchanger (combi only).
- g. Internal connection pipes, control valves and washers.

External to the boiler;

- h. Steel panel radiators.
- i. Radiator Thermostatic or Locksheald valves.
- j. Room thermostats or remote time clock/programmers.
- k. Copper heating system supply pipes and fittings.
- l. Hot water cylinder.
- m. Cylinder thermostat.
- n. Motorised diverter valves.
- o. Pump and its valves.

6. Limitations to cover, the following are not covered;

- 6.1. Lime scale or system sludge related failures to any part of the heating boiler or the attached heating system.
- 6.2. Full replacement of the heating boiler or its attached heating system.
- 6.3. Misuse to the heating boiler, controls and central heating system.
- 6.4. Damage to the surrounding building fabric or the contents of the building that do not form part of the central heating installation within the property that the selected Scheme covers.
- 6.5. Parts replacement or repairs that are due to obsolescence of the boiler or its attached heating system.
- 6.6. The main boiler heat exchanger and boiler expansion vessel fitted within the boiler casing.
- 6.7. Unvented cylinders and expansion vessel.
- 6.8. Call outs that relate to incorrect control settings, main gas, water or electric failures and pressurised heating system failure due to lack of pressure.
- 6.9. Replacing water softener cartridges, magnetic heating system protectors or system inhibitors.
- 6.10. Damage to electrical or electronic components caused by electrical power surges.
- 6.11. Decorative parts and the main boiler cover and case.
- 6.12. Repairs caused by freezing.
- 6.13. Flue pipes, terminals, flue pipe clips, plumb kits.
- 6.14. Failures due to system design are not covered.

7. There is no limit to any labour requirement for works associated with these Schemes; however the maximum parts and material cover is restricted to a total calculated value of £500 plus vat for the full 12 months schemes cover.

8. Repairs or part replacements for equipment covered by an ongoing manufacturer's warranty are not covered by these schemes. Skyline will forward the details to the warranty provider and arrange for them to call.

9. From time to time industry standards change and replacement part become more expensive, as an example heating pumps are now A rated making them cheaper to run but more expensive to buy. Skyline will source replacements but they may not be a like for like exchange.

10. All prices quoted include vat unless detailed as plus vat.

11. Where any item covered under the scheme has restricted access or gaining access constitutes a health and safety hazard for example pipes in concrete, asbestos panel removal working at height, then the works to allow access is not covered. If safe access is provided then any repair or replacement covered under the scheme will be completed but the reinstatement of the area is not covered.

12. Commitment from Skyline, when the heating boiler or any part of the system becomes obsolete or uneconomic to repair Skyline will provide a competitive quote for the required works for comparison or acceptance purposes. In the case of a boiler replacement we will give a scrap value for the old boiler of £400. This allowance can only be used against the Skyline quotation provided to you and is not transferable.

# SKYLINE HEATING SERVICES

Keep warm,  
stay local.

## Maintenance Schemes for Gas Heating Systems Full cover for your boiler and heating system.

(See over for full terms and conditions)

### SCHEME 1

Annual gas safety checks for the boiler only.  
**£8 per month or a single payment of £85 per year.**  
This is the scheme for you if your boiler is still covered by a manufacturers warranty and needs to be checked to comply with the warranty requirements.

### SCHEME 2

Annual gas safety checks for the boiler and parts and labour cover for the heating system and controls.  
This is the scheme for you if your boiler is still covered by a manufacturers warranty but you would like the peace of mind of knowing that any external controls or system failures are covered. (Please read terms and conditions)  
**£13 per month or a single payment of £148 per year.**

### SCHEME 3

Annual gas safety checks for the boiler and parts and labour cover for the boiler, heating system and controls.  
This is the scheme for you if your boiler is not covered by a manufacturers warranty but you would like the peace of mind of knowing that any boiler, control or system failures are covered. (Please read terms and conditions)  
**£18 per month or a single payment of £210 per year.**



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sky.line@btconnect.com

Apply online at [www.skylineheating.com](http://www.skylineheating.com)

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j. Room thermostats or remote time clock/programmers.

k. Copper heating system supply pipes and fittings.

l. Hot water cylinder.

m. Cylinder thermostat.

n. Motorised diverter valves.

o. Pump and its valves.

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6.5. Parts replacement or repairs that are due to obsolescence of the boiler or its attached heating system.

6.6. The main boiler heat exchanger and boiler expansion vessel fitted within the boiler casing.

6.7. Unvented cylinders and expansion vessel.

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Before completing this application form please take time to read our terms and conditions. If you have any concerns as to the extent of our schemes cover or are unclear as to what is or is not covered then please ring 01249 822916 and we will clarify it for you. We are confident that the cover offered will meet your expectations for those unexpected day to day failures. Our terms and conditions are there so that you know exactly what you will receive for the money paid.

What is covered under the scheme? <small>(Please read terms and conditions)</small>	Scheme 1	Scheme 2	Scheme 3
Annual safety check	✓	✓	✓
Internal boiler parts	✗	✗	✓
Remote time clocks & thermostats*	✗	✓	✓
Motorized valves*	✗	✓	✓
Pumps & its valves*	✗	✓	✓
Radiators & the connecting heating pipe work	✗	✓	✓
Thermostatic or standard radiator valves	✗	✓	✓
Hot water cylinder	✗	✓	✓
Free landlord safety certificate**	✓	✓	✓

✗ Covered by an on going manufacturers warranty  
\* When fitted external to the boiler \*\*Additional gas and boiler appliances charge extra.

## Application form

Name: \_\_\_\_\_

House number & street name: \_\_\_\_\_

Town: \_\_\_\_\_

Post code: \_\_\_\_\_

Telephone number: \_\_\_\_\_

Email address: \_\_\_\_\_

Scheme required  1  2  3

Amount £  Monthly £  Yearly

Method of payment  Cash  Cheque  Credit/Debit (We will contact you after receipt of this application for card details)

I confirm that i have read the terms & conditions & wish to arrange cover as indicated above. I wish the cover to start from the first day of \_\_\_\_\_. Payment has been made or a standing order arranged in line with the details above.

Name in capitals \_\_\_\_\_ Signed \_\_\_\_\_ Dated \_\_\_\_\_