



Geo Heating Ltd provide breakdown cover/maintenance contracts for domestic dwellings only unless otherwise agreed in writing for the cover of domestic gas systems only unless otherwise agreed in writing. The cover provided is determined by level of cover pre-determined by the customer at the point of contract. The level of cover can only be upgraded mid-term after the successful investigation by a gas safe engineer on behalf of Geo Heating.

Levels of cover available:

1 star – Cover for the annual service of your natural gas central heating boiler only. This will include the testing of any system controls, testing of any radiators including bleeding the heating system at the time of the annual service.

2 star – Cover for the annual service of your natural gas central heating boiler only. To include all additional covers of the 1 star contract and to extend to the cover of the following components of the central heating system that require repair/replacement. Central heating circulating pump, motorized valves, radiator valves, system controls (Where a replacement of a smart controller is required this will be subject to an excess of £75) system pipework (System pipework is covered after the internal stopcock only, any issues relating to pipework downstream of the internal stopcock is fully excluded from any payout as part of this policy. Furthermore, any issues relating to lead pipework is also fully excluded from cover as part of this policy), gas pipework (Where a leak on a gas carcass results in the need to renew the entire gas pipework to your property this will cover the renewal of the pipework to your gas boiler only. Any pipework required to supply any additional gas appliances will incur additional charges which will be fully advised prior to any work commencing), F & E tank (Asbestos tanks excluded from cover) and any faults relating to the central heating boiler (Faults relating to your boiler will not be covered on boilers exceeding 10 years of age. If we suspect the age of the boiler exceeds 10 years of age, we may require proof of age to carry out the repair)

3 star – Cover for all components covered as above in the 2 star contract (Exclusions as above also apply) Cover extends to the following components of your central heating and hot water system. Radiators (designer radiators will be replaced with a standard radiator of a similar size where possible, where a designer radiator is required, we will install a designer radiator and the difference in costing from that of a standard radiator will be applied) Where there is a difference in sizing of new radiators due to the difference in metric/imperial sizing, we will alter the pipework above surface to accommodate the new radiator. Hot water cylinder. Cover is provided for both direct and indirect vented or unvented cylinders. (Cover is excluded for any horizontal unvented cylinders, buffer tanks or thermal storage units) Where a replacement cylinder is required we will replace with a cylinder of the same specification but not necessarily the same manufacturer.

Period of cover – Cover is valid from point of sale. Cover will be for a 12 month period. Where cover is paid for annually we will contact you to advise cover is running out and arrange a renewal. Where cover is paid for by direct debit cover will automatically be renewed unless otherwise advised by yourself. 28 days notice in writing is required to terminate any cover. All contracts are reviewed annually and may be subject to change. Geo Heating reserve the right to amend the price of any of our service contracts. Should the cost of any of our plans change then you will be advised prior to this. Any changes will not apply until the renewal of the plan.

The contract – The contract is only valid once payment has been made. If payment has not been made or missed at any point Geo Heating reserve the right to cancel or suspend any cover offered by us.

Replacement of parts and components – Replacement will only be made where a member of Geo Heating are unable to make a sufficient repair. Spares will be of adequate quality but may not necessarily be of the same manufacturer. Where replacement of system controls is needed we will replace with a component of the same capability but not necessarily the same manufacturer. Geo Heating may replace spare parts with replacements that Geo Heating deem suitable as long as they are adequate for their means but may not be the same as the original.

Acceptance – The acceptance of contract with Geo Heating does not imply that the heating system has been installed to the relevant standards and Geo Heating will not be held liable for any issues arising from the original design and installation of your heating system. Any issues that result from the poor workmanship, installation or design may not be covered under this agreement.

Geo Heating will not be held liable for any delay in provision of spare parts by suppliers and therefore no compensation will be paid should there be a period in which you are left without heating or hot water.

Noisy boilers – Where boilers are deemed “noisy”. Geo Heating will carry out an inspection under this agreement. Where any noise is deemed due to age this will not be covered as part of the agreement. With age boilers do become louder, as long as they pass all safety checks and there is not direct cause for this noise this will be excluded from the cover.

Geo Heating shall not be responsible for any repairs to which reasonable access is not available. Geo Heating will not cover the replacement of any floorboards, floor coverings eg carpets, wooden or laminate flooring, tiled floor coverings or anything similar where removal is required for access purposes.

Geo Heating will not be responsible for any damages caused due to system failure.

Initial period – For the initial 28 days of cover Geo Heating reserves the right to exclude any repairs. This exclusion does not apply for renewals of policy where there is no gap in cover.

General Exclusions –

- 1) Any issue resulting from lack of servicing, poor workmanship, poor system design or initial installation
- 2) Geo Heating will not be held responsible for consequential damage to any property or belongings arising from the failure of any system component unless directly attributable to the negligence of Geo Heating.
- 3) Any damage caused by supply issues with gas, water or electrical supply.
- 4) Geo Heating will not cover the descale of any heat exchanger due to the lack of a suitable scale reducer or magnetic system filter. Furthermore, there will be no cover provided due to a “dirty” heating system caused by a sludge build up. Geo Heating will in this instance carry out a powerflush or any other works required at a discounted rate.
- 5) If access is required to a component, Geo Heating will not pay for time required to gain access, this will either incur an additional charge or otherwise be the responsibility of the customer. We will not cover any “making good” needed after the repairs. This extends to any building works needed for the investigation or repair.
- 6) Any faults present at the start of contract, or any faults incurred within the first 28 days if after inspection it is suspected that the faults are existing and therefore present at point of initial contract. Any faults deemed to have been present at the start of the contract will be chargeable in full.
- 7) Replacement of any decorative parts such as radiators. Where a replacement is needed the cost difference from that of a standard radiator replacement will be incurred.
- 8) Cost of replacing customer consumables such as batteries in any system controls.
- 9) Lack of inhibitor in any heating system where the system has been drained. Only when Geo Heating drain the heating system will we replace with a suitable inhibitor.
- 10) Heating appliances such as kick space heaters, fan heaters, dual fuel kits, prismatic cylinders, specially designed/customer made cylinders/Manufacturer specific cylinders, thermal store units, buffer tanks, horizontal cylinders, underfloor heating systems and relating components and any component of any heating system Geo Heating deem to be “Non Standard” or “Specialist” will be excluded from cover.
- 11) Where Geo Heating suspect there are any “hazardous materials” present we reserve the right to immediately cease work and exclude any such repairs from cover until both safe access and a safe working environment can be guaranteed. If such removal of any hazardous material is required, this will be at the expense of the customer. Geo Heating reserve the right to request a “Clean Air Certificate” if we deem necessary.
- 12) Cover is excluded from the repair or replacement of the following components: Taps, Sanitary ware, showers, shower pumps, booster pumps, macerators, kitchen sinks. Additional gas appliances including hoses. Any waste or drainage pipework. Any external pipework including Jacuzzi and swimming pools. Cold main pipework downstream of your internal stopcock. Cold water storage tanks and water softeners.

Excess – An excess will only apply in the following circumstances and be charged at the following rates:

Unvented hot water cylinders: £100
Cylinder replacements exceeding 182 litres: £100
Smart system controls: £75

Should Geo Heating deem your boiler irreparable, Geo Heating will offer a 25% discount on a new boiler installation when installed by Geo Heating. This discount will be applied on the boiler replacement only. Should you require additional works at the time of installation this will be priced as normal.