

# KG GAS SERVICES TERMS AND CONDITIONS

	SILVER ESSENTIAL COVER	GOLD MOST POPULAR	PLATINUM BEST VALUE
Annual boiler service	✓	✓	✓
Free full heating check	✓	✓	✓
Priority Weekday Response	✓	✓	✓
Breakdown cover	✗	(£40 call-out charge per visit) ✓	(No call-out charge) ✓
Labour included	✗	(parts charged separately) ✓	✓
Parts included	✗	✗	✓
Lockshield valves or thermostats included	✗	✗	✓
Repairs up to £1,000 per 12 months	✗	✗	✓
Topping up boiler pressure	✗	✗	✗
10% discount on new boiler installations	✗	✗	✓

## 1. COVER SUMMARY

Our Home Care Plans provide annual boiler servicing and depending on the plan you choose, breakdown cover and additional benefits as shown above:

## 2. GENERAL TERMS

- All plans are for 12 months minimum, then rolling monthly until cancelled.
- Cover is for your current heating system at the address provided.
- We reserve the right to amend these terms with 30 days' notice.

## 3. OUR SERVICE

- We will carry out an annual boiler service.
- We aim to respond quickly to all breakdown reports.
- Additional visits (over 3 per year) will be chargeable.

## 4. WHAT'S NOT COVERED

- Boiler replacement
- Heat exchangers
- Parts and Labour exceeding the annual claim limit
- Manufacturer recalls or defects
- Pre-existing faults
- Unsafe systems
- Boilers over 12 years old
- Sludge or scale damage
- Pipework and systems controls (except Platinum cover where lock shield and thermostat leaks)
- External causes such as frozen pipes or flooding
- Topping up boiler pressure

## 5. PAYMENTS

- Payments are collected monthly in advance by GoCardless
- Missed payments may suspend or cancel your cover
- Cover resumes only when arrears are cleared.

## 6. CLAIM LIMITS

Breakdown cover is limited to a maximum of 3 claims in any 12-month period. The maximum annual claim value is £1,000 (if Platinum). Once this limit is reached, all further work is chargeable.

## 7. IMPORTANT TO KNOW

- Cover is conditional on a successful initial inspection. No cover applies until approved.
- 30 day exclusion period applies from the date of sign up.
- Maximum annual repair value applies (see plan details)
- Parts and labour cover is subject to a maximum annual claims value of £1,000 per household per 12-month period.
- Your annual boiler service must be completed when due to maintain cover.
- Missed payments may suspend or cancel your cover. Cover resumes only when arrears are cleared.
- All repairs are subject to parts availability. We may need to use equivalent parts.
- If the cost of a repair exceeds the value of the appliance or annual claim limit, KG Gas Services may deem the appliance beyond economical repair and recommend replacement.
- Missed appointments may incur charges.
- Full terms and conditions apply.

## 7. SAFE ACCESS

You must provide safe and reasonable access to your boiler and heating system. If we are unable to gain access we may charge for the visit.

## 8. CANCELLATION

You can cancel your plan at any time after the minimum 12-month term. Please give 30 days' notice.

**AGREEMENT** - By subscribing to a KG Gas Services Home Care Plan, you confirm that you have read, understood and agree to the terms and conditions.

**SELECTED PLAN - SILVER £14.99**

**GOLD £24.99**

**PLATINUM £44.99**

Name .....

Address .....

Signature ..... Date .....



Need help? Call us today

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