



# ***Tincknell*** ***Heating Services***

***Boiler Protect***

***For Oil & Gas boilers within***

***Manufacturers guarantee***



***SERVICE & BREAKDOWN COVER FOR OIL & GAS FIRED BOILERS***

Registered  
Heating  
Business



***tincknellheating.com***



09/09/2019

## **Extra peace of mind for one of life's essentials**

Your boiler is invaluable, delivering hot water and heating all year round. And, when regularly serviced and maintained, they can give years of trouble free service.

Although your boiler is covered by the Manufacturers Guarantee there are parts that may have been fitted in the installation and have a shorter guarantee period or parts which had been re-used from your previous heating system and are out of guarantee.

Our **Protect Plan** includes your boiler service (a vital requirement in the terms of your boilers guarantee), whilst also covering parts that have become out of guarantee or were previously fitted to your heating system.

### **... Over 60 years of expertise**

Tincknell Heating have been maintaining boilers and systems for over 60 years. Our highly skilled engineers have a wealth of knowledge gained through training and years in the field

### **... At an affordable price**

We pride ourselves on delivering outstanding value for money and our boiler service and protect plan is no exception. Not only will you receive an annual service by one of our skilled engineers, but we will cover breakdowns to those parts out of guarantee on your boiler and heating system, all for the price of a daily newspaper

### **... Engineers**

For safety reasons, servicing and repairing oil, gas boilers demands specialist skills and qualifications. So it's good to know every Tincknell Heating Engineer is OFTEC trained and/or Gas Safe registered. Whatever make or model of your boiler, our team have the expertise to repair it swiftly and safely. All our repairs are fully guaranteed

### **... Take away worry**

Your boiler manufacturers guarantee will probably cover all components within your boiler, whilst your **Boiler Protect Plan** will provide your annual service and any parts on your boiler or heating system out of guarantee, thus ensuring that you should never have to worry again about expensive breakdown costs

**Complete peace of mind and safe in the hands of the Tincknell Heating Team**

**01749 678828**

**(Or 0845 2300987)**

**Email: [heating@tincknells.com](mailto:heating@tincknells.com)**

The **Boiler Protect plan** provides cover in relation to domestic incidents – please see the ‘what is covered?’ section(s) of these terms and conditions. If you have any queries, please call Tincknell Heating on the customer services number

# 01749 678828

## Contents

### A. KEY QUESTIONS

- How do I make a claim?
- How long is my plan for?
- How can my plan be cancelled?
- What if I miss a payment?
- What if I move home?
- How do I renew?
- How do I complain?
- When can I expect an engineer visit?

### B. PLAN COVERAGE

- Gas Boiler Breakdown
- Annual Gas Boiler Service
- First Boiler Service

### C: IMPORTANT INFORMATION

- General & Other Exclusions
- General Conditions
- Our Guarantee and Responsibilities
- Creating Access
- Spare Parts
- Property eligibility
- Your contracts
- How we use your data

## OIL FIRED BOILERS



**£18.90 per month**

**OR**

## GAS FIRED BOILERS



**£11.00 per month**

## A. KEY QUESTIONS

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### How do I make a claim?

1. If a breakdown occurs at your property, please call our office number **01749 678828**, we will discuss with you if the fault is boiler related and covered by your Boiler guarantee or caused by parts outside of the guarantee.
2. If not covered by your Boiler Guarantee we will arrange for your breakdown to be dealt with in accordance with the terms and conditions of your plan.
2. Claims must be made by you or a person calling on your behalf. **Please call us as soon as you are aware of the incident. We will not be able to cover the costs of any work carried out by persons not authorised by us in advance.**
3. Please have your customer account number ready when you call.
4. Please be aware that you cannot make a claim under your plan during any exclusion period. If applicable, the exclusion period(s) relevant to your plan is set out within your plan schedule.  
**Claims are not covered for the first 28 days following commencement of the plan.**

### When can I expect an engineer visit?

If you are requesting a service on your boiler we will send you an appointment card with a pre-booked date, if this date is not convenient then we can re-arrange to suit you, this appointment will be booked Monday to Friday, 8am to 5pm. If you are requesting an engineer visit because of a fault on your boiler we will discuss the urgency of the call and endeavour to meet your expectations. Are engineer working hours are Monday to Friday, 8am to 5pm and Saturday, 8am to 12pm, and some December Bank Holidays

### How long is my plan for?

Your plan will continue for the period specified on your plan schedule. You have certain rights to cancel your plan, and these are set out below. Our cancellation rights are also set out below and under the heading 'What if I miss a payment?' of this document.

### How can my plan be cancelled?

Only the named plan holder(s) or an authorised representative of the named plan holder(s) should call, email or write to cancel.

Please make sure you contact us to cancel your plan so that we do not attempt to collect any future payments.

Your plan may be cancelled in the following circumstances:

1. You may cancel this plan for any reason and at any time by writing to us at Tincknell Heating, Cathedral View Offices, Wookey Hole Road, Wells, Somerset, BA5 2BT or contacting us on the customer services number **01749 678828** or email address: [heating@tincknells.com](mailto:heating@tincknells.com)
2. Tincknell Heating may cancel this plan by giving you at least 7 days' notice in writing to the last address provided to us if the following take place, examples of which include:
  - \* If you submit a fraudulent claim or give false information
  - \* If you use threatening or abusive behaviour towards our engineers or staff.
  - \* If you do not make an agreed payment
  - \* If we find something wrong at the first boiler service
  - \* If there are health and safety issues
  - \* If your appliance or system is not on our approved list

### **How can my plan be cancelled cont....**

3. If the cancellation is as a result of a claim being made, unless stated otherwise, the claim which led to the cancellation will not be considered a claim when calculating any refund due. Depending on when you cancel and whether you have made a claim you may receive a refund as follows:

- a. If you cancel your plan within the first 28 days of the start of a new plan or within 28 days of renewal of an existing plan and have not made a claim or had a boiler service, you will receive a full refund of any premium paid.
- b. If you cancel your plan after the first 28 days and you have not made a claim, you will receive a refund of any premium already paid to us for the remaining period after your plan has ended (calculated monthly). If you pay monthly your plan will be cancelled at the end of the monthly period you are in at the time you notify us of your wish to cancel. You will continue to benefit from cover until the date your plan is cancelled.
- c. If you cancel your plan and you have made a claim (including within the first 28 days if the start of a plan renewal date) you will not receive a refund. We will look at the costs of services and breakdowns carried out and invoice you for any charges above monies received up to the annual cost of the plan
- d. if improvements that we tell you are needed are not carried out.

### **What if I miss a payment?**

If you fail to make a payment of premium on the due date, your plan may be suspended and you will not be able to make a claim. Tincknell Heating will notify you in writing within 10 working days of the date on which a payment was due if you fail to make a payment. If you do not pay the requested amount within 30 days of the due date, your plan will be cancelled. You will remain liable for any due and outstanding premium for the period up to the date of cancellation. If you want to make a claim under your plan whilst your plan coverage is suspended, you will be required to pay any outstanding premiums before an engineer will be despatched to your property. When your plan is cancelled, the outstanding premium due to us will depend on how you selected to pay your premium for the plan. If you pay your premium monthly, the outstanding premium will be your monthly premium payments up to the date that the plan is cancelled. If you pay your premiums annually, the outstanding premium will be all unpaid premium payments for the term of the plan.

### **What if I move home?**

You are responsible for informing Tincknell Heating of a change of your address so that the plan can be cancelled. The plan cannot be transferred to your new property or new owner of the property, a new application will need to be completed if you would like cover. Please phone us on 01749 678828 or write to Tincknell Heating at Cathedral View Offices, Wookey Hole Road, Wells, Somerset, BA5 2BT, or you can email us at: [heating@tincknells.com](mailto:heating@tincknells.com), to cancel your plan as set out under the heading 'How can my plan be cancelled?' in this section.

### **How do I renew?**

Tincknell Heating will contact you in writing before your plan expires to arrange the renewal of your plan. At the same time we will review your premium and advise you of your renewal premium amount, this may change, this can be because of general inflation and/or because we have more detailed and accurate information on your boiler, system or appliances, as well as your breakdown history, meaning the price we charge when your Agreement renews will be tailored to you. Unless you tell us when we write to you that you do not want to renew, we will automatically renew your Agreement for another fixed period of 1 year if you have chosen to pay by Direct Debit. Tincknell Heating reserves the right to refuse renewal of any individual plan and we will inform you before your plan expires if we choose to do so.

### **How do I complain?**

Only the named plan holder(s) or a representative authorised by the named plan holder should call or write to make a formal complaint. If you have a complaint, please phone or write to Tincknell Heating in the first instance using the customer services number or our office address. Every effort will be made to resolve your complaint to your satisfaction. Our contact details are Tincknell Heating, Cathedral View Offices, Wookey Hole Road, Wells, Somerset, BA5 2BT or contacting us on the customer services number **01749 678828**.

|  |  |
|--|--|
| <b>What is covered</b> Your plan will cover your annual boiler service and any system breakdowns relating to parts outside of the boiler guarantee                           |  |
| <ul style="list-style-type: none"> <li>✓ All labour costs</li> <li>✓ All Parts</li> <li>✓ Unlimited call outs during the plan period</li> <li>✓ No excess charges</li> </ul> | <ul style="list-style-type: none"> <li>✓ Annual boiler Service</li> <li>✓ Nozzles, flexi oil lines &amp; filters on oil fired boiler</li> <li>✓ Motorised valves</li> <li>✓ Water pump connected to the heating system</li> <li>✓ Programmers</li> <li>✓ Internal filling loops</li> <li>✓ Fire safety valves</li> </ul> |

### First Boiler Service

On all plan applications wherever possible (weather permitting), our engineer will carry out an inspection of your boiler, the system and the controls within the first 28 days of you plan to ensure they are safe and in good working order.

If our engineer is satisfied with the inspection and if the boiler has not been serviced by us in the previous year he will carry out the annual service. If Tinknell Heating have serviced the boiler within the last 12 months we will send you an appointment card on the anniversary of the previous service.

If your First Boiler Service reveals a problem (such as boilers for which we know we cannot get parts, or systems that are not installed safely or which we cannot get to) we may:

- Tell you what work is needed and what it will cost to do that work;
- Offer you a different product which will not include the parts of your system causing the problem; or
- Cancel your Agreement and refund any money you have paid.

We will not carry out a First Boiler Service if we have already carried out a First Boiler Service or Annual Service at the same property in the previous twelve months, even if you are a new owner of the property.

**What is not covered?****(see also the General Exclusions)****OIL**

- × **Any item covered by your boiler manufacturers guarantee**
- × **OIL** HRM Wallstar, Thermecon, Grandee , Grant combi and Warmflow boilers
- × Lack of fuel or running out of fuel
- × Boilers in a loft which isn't boarded out and doesn't have a fixed loft ladder
- × Under-floor heating
- × Pumps and manifolds connected to underfloor heating
- × Warm air heating systems
- × Combined heat and power systems
- × Fan convector heating
- × Conventional and balanced flues
- × Any part of the domestic central heating system (such as hot water cylinder, radiators and cold water tank, its feed and outlet)
- × External Expansion Vessels
- × Water circulating pumps connected to the hot water system
- × Commercial pumps or light commercial components fitted to domestic boilers
- × Condensate pumps
- × Breakdowns resulting from frozen condensate pumps
- × Repairs to condensate traps
- × External filling loops are not covered.
- × System Additive
- × Sludge/scale/rust within the boiler or damage caused by any other chemical composition of the water
- × Magnaclean, Worcester or similar in-line filter systems, unless covered by your manufacturers guarantee
- × In-line water descalers, water softeners, cartridges and silliphos balls
- × A breakdown when an engineer has previously identified that remedial/maintenance work is required to prevent a future breakdown
- × Any part of the system which is not possible for the engineer to work on safely

**What is not covered?****(see also the General Exclusions)****GAS**

- × **Any item covered by your boiler manufacturers guarantee**
- × **GAS** Glowworm, Ethos, Halstead, Johnson & Starley, Radiant, Brittany, Chaffoteaux & Maury, Ferroli, Lennox, Vokera, Biasi, Keston, Rehama and Alpha boilers.
- × LPG Boilers
- × Separate gas heaters providing hot water
- × Any other gas appliances not named on the plan
- × Warm air heating systems
- × Under-floor heating
- × Pumps and manifolds connected to under-floor heating
- × Fan convector heating
- × Combined heat and power systems
- × Conventional and balanced flues
- × Any part of the domestic central heating system (such as hot water cylinder, radiators and cold water tank, its feed and outlet)
- × External expansion vessels
- × Water circulating pumps connected to the hot water system
- × Commercial pumps or light commercial components fitted to domestic boilers
- × Condensate pumps
- × Breakdowns resulting from frozen condensate pumps
- × Repairs to condensate traps
- × External filling loops are not covered
- × System Additive
- × Sludge/scale/rust within the boiler or damage caused by any other chemical composition of the water
- × Magnaclean, Worcester or similar in-line filter systems, unless covered by your manufacturers guarantee
- × In-line water descalers, water softeners, cartridges and silliphos balls

**What is not covered? (cont)**  
**(see also the General Exclusions)**

**OIL**

- × Parts of the system where it is impossible or impractical to access because of its position
- × Frozen pipes within the boiler which have not resulted in a leak or permanent blockage
- × **Worcester Comfort programmers fitted as part of the boiler installation and covered by the Worcester Guarantee**
- × Programmable and wireless room thermostats
- × Honeywell Smartfit control packs including programmer, room and cylinder thermostats, motorised valves
- × Programmers that control underfloor or warm air heating
- × Calls to re-set or adjust programmer timings or boiler temperature controls will be chargeable
- × Breakdowns resulting from the use of Wave, Nest or similar App type smart controllers
- × Programmer faults resulting in the failure of programmer batteries
- × Hard wired room thermostats
- × Pipe or frost thermostats are not covered
- × Venting of radiators
- × Damage caused to the boiler by fire, frost or flood
- × Breakdowns resulting from power cuts or power surges
- × Breakdown resulting from household electrical wiring faults
- × Repairs to ceilings or floor caused by water damage because of boiler and system faults

**What is not covered?**  
**(see also the General Exclusions)**

**GAS**

- × A breakdown when an engineer has previously identified that remedial/maintenance work is required to prevent a future breakdown
- × Any part of the system which is not possible for the engineer to work on safely
- × Parts of the system where it is impossible or impractical to access because of its position
- × Frozen pipes within the boiler which have not resulted in a leakage or permanent blockage
- × **Worcester Comfort programmers fitted as part of the boiler installation and covered by the Worcester Guarantee**
- × Programmable and wireless room thermostats
- × Honeywell Smartfit control packs including programmer, room and cylinder thermostats, motorised valves
- × Programmers that control underfloor or warm air heating
- × Calls to re-set or adjust programmer timings or boiler temperature controls will be chargeable
- × Breakdowns resulting from the use of Wave, Nest or similar App type smart controllers
- × Programmer faults resulting in the failure of programmer batteries
- × Hard wired room thermostats
- × Pipe or frost thermostats are not covered
- × Venting of radiators
- × Damage caused by fire, frost or flood
- × Breakdowns resulting from power cuts or power surges
- × Breakdown resulting from household electrical wiring faults
- × Repairs to ceilings or floor caused by water damage because of boiler and system faults





Application Form

# ***Tincknell Heating***

**OIL FIRED BOILER PROTECTION**



**GAS FIRED BOILER PROTECTION**

***BOILER PROTECT***  
***SERVICE & BREAKDOWN COVER***  
***FOR BOILERS***  
***UNDER MANUFACTURERS GUARANTEE***

# Application Form

**OIL BOILERS**

**£18.90 (per month)**

**GAS BOILERS**

**£11.00 (per month)**

Title

Forename(s)

Surname

Address

Postcode

Instructions if property  
is difficult to find or  
alternative postcode

Tel No

E-mail address

Boiler Make

Boiler Model

Serial No. (if known)

Age of Boiler

Age of pipework, radiators etc.

Date of installation

Is a water descaler fitted?

Date of last service

Location of Boiler:

Kitchen

Utility

Loft Space

Garage

Outdoor

Other

If Other, please specify:

# Application Form

Property Type:

House

Bungalow

Flat

Number of Storeys:

Number of Bathrooms:

Number of Bedrooms:

Parking availability for the Engineer:

Is this your Main Residency:

Yes

No

If no, please provide details of occupancy (ie. rented, holiday home, etc):

Please provide Billing Address:

It is your duty to provide us with all the facts and to update this information where relevant between the initial enquiry and attachment of any cover and during the term of the plan. It is your duty to ensure that the facts and information are correct, complete and up to date. If you are in any doubt as to whether information is material you should disclose it.

## Declaration

I confirm that my boiler and heating system are in good working order and I agree to the full terms and conditions.

I have read and agree the terms and conditions of the plan as shown on this document

**I am aware that cover will commence one month from receipt of application and subject to our acceptance of the boiler**

Signature

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Date

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**Tincknell Fuels**  
 Cathedral View Offices  
 Wookey Hole Road  
 Wells  
 Somerset  
 BA5 2BT

Instruction to your Bank or Building  
 Society to pay by Direct Debit

Originator's Identification Number

|   |   |   |   |   |   |
|---|---|---|---|---|---|
| 9 | 3 | 0 | 8 | 4 | 0 |
|---|---|---|---|---|---|

### Instruction to your Bank or Building Society

Please pay Tincknell Fuels Ltd Direct Debits from the account detailed in This instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Tincknell Fuels Ltd and if so, details will be passed electronically to my Bank/ Building Society

**Bank Reference Number**  
**For Office use only**

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Name(s) of Account Holder(s)

|  |
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|  |

Branch sort code

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Bank/Building Society account number

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Name & Full postal address of your bank or building society

|                 |
|-----------------|
| To: The Manager |
| Address         |
|                 |
| Postcode        |

|           |
|-----------|
| Signature |
| Date      |

**Banks and Building Societies may not accept Direct Debit Instructions for some types of account**

|         |         |
|---------|---------|
| Plan No | Sent By |
|---------|---------|

## **Annual Boiler Service**

Your plan includes provision for an annual boiler service by Tincknell Heating. We will contact you to arrange for an engineer to service your boiler to statutory requirements, manufacturer's recommendations and relevant codes of practice each year.

Annual Service Visit means a visit we carry out in each Period of Agreement, to check that the elements included in your plan are safe and in good working order. We will check that your boiler, its flue and ventilation are working in accordance with legal requirements and regulations, and we will analyse the combustion gases that your boiler produces using a probe where appropriate. We will disassemble your boiler to clean and/or repair it if the tests indicate that this is necessary. This is to help make sure that they are safe and in good working order. We will normally carry out your annual service visit around twelve months from the date of the last one. In periods of high demand for our services (such as cold weather), we prioritise breakdowns and may need to rearrange your annual service visit.

To arrange your annual service visit we may contact you by phone, email, sms or appointment card. Where contact is by letter or email, we will make 3 attempts. Should you not respond, we will assume that you do not wish to have an annual service visit carried out for that particular Period of Agreement and move your annual service visit due to approximately the same time the following year. In these instances, we will not reimburse any of the Agreement fees. You will still be entitled to have your annual service visit before the end of your period of plan, but you will need to contact us to make an appointment.

**Maintenance work** - The engineer, when dealing with your breakdown may complete the repair but diagnose that additional maintenance work is required to your system. In order to prevent a future breakdown. For example; maintenance work can include circumstances where there is a build up of sludge/scale/rust resulting in your boiler and system requiring cleansing. As this maintenance work is not covered under this plan, it is your responsibility

**Spare parts** If our engineer does not carry the spare parts needed on the day of your appointment, we can normally get hold of most items the following working day. If not, we will do all we reasonably can to find and install parts from our preferred suppliers. We may use other approved parts or parts that have been reconditioned by the original manufacturer or approved third parties.

**Obsolete parts** – Tincknell Heating uses reputable suppliers who stock the usual parts. However if, when attempting to repair your system the relevant manufacturer's spare parts are not readily available after a search of all our stockists or that parts may be available but will take longer than 28 days to source, we will not be able to complete your repair and your plan may be cancelled.

## C. IMPORTANT INFORMATION

### General Exclusions

The following are also excluded from cover and therefore Tincknell Heating will not be liable for any of the following:

- Any item not forming part of your plan coverage as detailed in 'What is Covered?';
- Replacing appliances, bathroom fixtures and sanitary ware.
- Any event, loss or damage arising from existing or design faults (unless we are responsible for the design fault), faults which existed before you entered into the plan with us, faults which have been identified on a previous visit or agreement at the property or faults which we could not, using reasonable care and skill, identify on our first service or a repair call out to your system or appliance.
- Any costs / activities in excess of the claims limit or any other limit specified in 'What is Covered?'. You are responsible for agreeing and settling these costs directly with the engineer;
- Any losses caused by any delays in obtaining spare parts and any losses as a result of an incident covered by this plan other than those direct costs expressly covered by this plan, unless caused by our negligence or that of our agents and suppliers, including the failure to search all of our stockists for a spare part;
- Systems/equipment/appliances that have not been installed, serviced or maintained regularly according to British Standards and/or manufacturer's instructions; or that are subject to a manufacturer's recall;
- Any boiler which is not registered with Governing Authority.
- Instances where a repair/replacement is only necessary due to changes in legislation/ health and safety guidelines;
- Any accidental damage, third-party damage and damage from deliberately taking risks, we will not cover the cost of repairs relating to damage caused by you. If work is carried out on your system or appliance by someone other than us, whether or not following our advice (e.g. powerflush), which results in damage to that or another part of your system because of poor workmanship, the repair will be excluded from your plan.
- The costs of any work carried out by you or persons not authorised by us in advance;
- Any parts not supplied and chosen by us. Subject to any applicable regulations, our engineer can fit an alternative part (that complies with British Standards) supplied by you at the time of the visit (e.g. a switch or tap) however this part will not be guaranteed. Our engineer will not fit alternative parts supplied by you where the claim relates to the gas supply or the central heating system;
- Normal day-to-day maintenance of the items covered by your plan at your property, for which you are responsible;
- Any situation where due to health and safety, a specialist person is required, e.g. where asbestos is present; Removing asbestos associated with repairing the appliance or system. When you have had any asbestos removed, you must give us a clean air certificate before we will do any further work at your property. By law, the person who removes the asbestos must give you a clean air certificate.

### General Exclusions continued...

- Resetting controls (for example thermostats and programmers following changes due to winter or summer months)
- Repairing or replacing steel pipework
- All other loss and damage unless we cause it, we will not be responsible for any loss or damage to property as a result of your appliance or system breaking or failing, including any cleaning needed, for example, damage caused by water leaks.
- Making good, we will fill any holes and leave the surface level if we have had to make access to your system or appliance so we could carry out a repair, however, we will not replace the original surface or construction (for example, redecoration). If the original surface or construction was damaged as a result of the fault, for example water leak, we will not replace the original surface.
- Any loss in the event of damage occurring where the property has remained unoccupied for 60 or more consecutive days;
- Any loss arising from subsidence, heave of the site or landslip caused by:
  - bedding down of new structures;
  - demolition or structural repairs or alterations to the property;
  - faulty workmanship or the use of defective materials;
  - river or coastal erosion;
- Any loss or damage arising as a consequence of:
  - war, invasion, act of foreign enemies, terrorism, hostilities (whether war is declared or not), civil war, rebellion, revolution, insurrection, coup, riot Or Civil disturbance;
  - ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from combustion of nuclear fuel, the Radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or its nuclear component;
  - any defect, loss or damage occasioned by fire, lightning, explosion, tempest, flood, earthquake, impact or other extraneous causes, unless the consequences of any of these are expressly stated to be included elsewhere;
- Loss, damage or indirect costs arising as a result of disconnection from or interruption to the gas, electricity or water mains services to the property, for example a power cut to your neighbourhood;
- Any investigative work, where the incident which caused you to claim has already been resolved;

## **Other Exclusions**

We will not include the following:

- Upgrades that are required to improve your appliance or system due to poor access or poor condition.
- Replacing or repairing parts that do not affect how the appliance or system works, or decorative or specialist parts.
- Repairing or replacing parts that do not affect how the appliance or system works, or decorative or specialist parts.
- Cash alternatives instead of a service, maintenance or repair.
- The cost of repairing damage or breakdowns caused by changes to, or problems with, the gas, electricity or water services.
- Beginning or continuing services where we reasonably consider that there is a health and safety risk, including the presence of dangerous materials, infestations, or harassment of our staff (including verbal or physical abuse). We will not start work again until there is no longer a risk to health and safety.
- Loss of or damage you may suffer to your system if radio frequency allocations are subsequently altered by other people that interfere with your system or its controls.
- Repairing or replacing parts of your central heating system and controls that are specifically designed for piped or electric under-floor heating.

## **General Conditions**

### **Our guarantee**

Under this plan, the workmanship and any part(s) used by us to solve the problem will be guaranteed for a period of twelve months from the date the work is carried out.

Where appropriate, we may advise you that remedial or maintenance work will be required to be undertaken by you in order to bring your installation up to a suitable standard or to prevent a future incident. Such work will be at your own cost, Tincknells will provide a quotation for this work if you so wish.

### **Our responsibilities**

We will meet our responsibilities under your plan within a reasonable time unless it is impossible because of circumstances outside our control. If we cannot meet our responsibilities, we will let you know as soon as possible confirming the reasons why we cannot meet our responsibilities. We will also give you another time when we expect we can meet our responsibilities to you. Where we have agreed to take your appliance/system onto our plan, and have previously advised there may be restrictions over our ability to maintain your appliance/system or the supply of parts, we will use all reasonable endeavours to carry out repairs.



## Creating access

Our engineers will only work in your property if there is someone aged 18 or over there at all times. Upon arrival at your property, the engineer will locate the source of the incident. If direct access is not available, for instance if there are floor tiles or floorboards in the way, the engineer will need to create access. If you want our engineer to do this, you will be asked to confirm it in writing while the engineer is at your property. Unless stated in the 'What is Covered?' sub-sections of the Plan Coverage section, this plan does not provide you with cover for any damage which may be caused to the property, its contents, fixtures, fittings, floorings or sanitary ware (unless such damage is as a result of our engineer's negligence). If you do not want our engineer to create access, we will be unable to progress your claim until you have arranged for access to be made.

## Property eligibility

This plan is for homeowners only. Retail, commercial and other premises used for business are not eligible for this cover, and council and housing

Association tenants will not need this service. The property must be your permanent home and owned and solely occupied by you and your family as a private residence with no business use. Mobile homes, bedsits, sub-divided homes and let and sub-let properties are not covered. Please also see the definition of property in the 'General Definitions' section. The boiler at your property must have a power output of less than 60 KW/hr and be fired by natural gas (and not LPG, electric or oil). Your property must not be heated by dual purpose boilers, a warm air heating system, combination and unvented cylinders or thermal storage units.

## Your contracts

### Your contract with Tincknell Heating

Tincknell Heating arranges and administers your plan cover. If you need to contact Tincknell's regarding your plan, please phone the customer services number **01749 678828** or write to us at **Tincknell Fuels Ltd, Cathedral View Office, Wookey Hole Road, Wells, Somerset, BA5 2BT.**

1. Tincknell Heating sells, arranges and administers your plan cover.
2. Tincknell Heating will agree service standards for the delivery of cover of your plan.
3. Tincknell Heating will collect the premium in accordance with your instructions.
4. Tincknell Heating will only amend these terms and conditions for legal or regulatory reasons.

Where this change benefits you, we will make the change immediately and notify you within 28 days. In all other cases we will write to advise you of the change at least 28 days prior to any change taking effect. If the changes do not benefit you and you wish to cancel your plan, you may do so and we will follow the procedure as outlined in section A, under the heading 'How can my plan be cancelled?'

### How we use your data

Any information that you provide under this plan will be held and used to administer your plan by Tincknells (the 'data controller' for the purposes of the Data Protection Act 1998). Tincknells may use your data for the purposes of training, testing, quality control, research and statistical analysis. Tincknells may also use your data to keep you informed by post or telephone of any products or services which they consider may be of interest to you. If you do not want to receive such information please write to Tincknell Fuels Ltd, Cathedral View Office, Wookey Hole Road, Wells, Somerset, BA5 2BT, marking the communication 'For the attention of the Data Protection Officer, Customer Relations Department. 'To help keep your information accurate and up to date we may use information from selected third parties.

**Please Retain**  
**The Direct Debit Guarantee**



This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits

If there are any changes to the amount, date or frequency of your Direct Debit Tincknell Fuels Ltd will notify you 14 working days in advance of your account being debited or as otherwise agreed. If you request Tincknell Fuels Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request

If an error is made in the payment of your Direct Debit by Tincknell Fuels Ltd or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society

If you receive a refund you are not entitled to, you must pay it back when Tincknell Fuels Ltd asks you to

You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

**If you think you have a gas leak  
Please call the**

**National Gas Emergency Service on  
0800 111 999**

**The National Gas Emergency Service will attend your  
property and isolate the leak**

**BEFORE REPORTING A BREAKDOWN PLEASE CHECK AND HAVE THE FOLLOWING INFORMATION TO HAND**

- Have you tried the re-set button (If unsure of where the re-set button is please refer to your user manual) **Do not press the button more than twice**
- Have you checked the pressure gauge on your boiler
- If oil fired, have you checked your tank
  
- Please have your Boiler Protect Plan number to hand
  
- Please note that there is no breakdowns cover on Saturdays in Devon between May 1st and August 31st each year

**01749 678828**

**Or 0845 2300987**

**heating@tincknells.com**

Claims can be notified by calling TINCKNELL FUELS between 8.00 am and 5.00 pm Monday to Friday and between 8.00 am and 12.00 pm on Saturday (excludes Bank Holidays)

## ***TINCKNELL HEATING***

- ✓ **ALL ENGINEERS EMPLOYED LOCAL TO YOUR AREA AND EMPLOYED BY TINCKNELL HEATING**
- ✓ **OFTEC & GAS SAFE REGISTERED ENGINEERS**
- ✓ **GENUINE MANUFACTURERS PARTS**



## ***TINCKNELL FUELS***

***TO ARRANGE YOUR NEXT OIL DELIVERY PLEASE CONTACT***

**WELLS 01749 672977**

**GILLINGHAM 01747 823184**

**AVONMOUTH 01179 827461**