



1. **Breakdown cover** for complete central heating system by our Gas Safe registered engineers with emergency cover 24hrs a day 365 days a year.
2. **All parts and labour** for boiler and central heating system
3. **Unlimited** call outs
4. **Boiler Replacement** should within three years of the initial contract date, the boiler be beyond repair, AURA GAS will - at its discretion - fit a new boiler to the same or similar specification. Where regulatory changes mean that the same or a similar boiler cannot be installed, a contribution towards the upgrade will be required. (Boiler cover commences three months after date of initial contract)  
Only boilers proven to be up to seven years of age will qualify and it is the responsibility of the customer to provide proof of the actual installation date. Should a boiler be over seven years of age and parts be deemed obsolete by the boiler manufacturer or to be beyond economical repair, a loyalty discount will be applied to the cost of a new boiler supplied and installed by Aura Gas. This loyalty discount will be based on the number of years the Contract has been running and the amount of callouts they have on record.
5. **Definitions** - central heating includes, central heating boiler, gas supply from boiler isolation valve to the boiler, pump, motorised control valves, radiators and valves, cylinder and room thermostats, temperature, time and pressure controls, hot water cylinder, related pipework, feed and expansion tank.

**This contract replaces any previous AURA GAS contract**

Aura Gas will provide breakdown cover and/or maintenance cover for private domestic gas central heating and hot water systems; subject to the level selected by the customer.

- 1 **Period of Maintenance Cover** Contract remains valid until termination by AURA GAS or the customer, 28 days notice in writing is required for any cancellation by either side. In the event of cancellation of the contract within 12 months of its inception AURA GAS reserve the right to charge, at standard rates, for any remedial work carried out.
  - 2 **Contract and Payment** payment should be made by a payment method offered by AURA GAS Ltd.
  - 3 **The Contract** remains valid as long as payment is continued and remains subject to termination by appropriate notice from AURA GAS or the customer (see condition 1).
  - 4 **The Acceptance** of a Central Heating System onto an AURA GAS Maintenance Plan does not imply that the system is installed to the relevant standards and AURA GAS will not accept any responsibility for any inadequacy arising from the original design or installation, and so makes no warranty as to fitness for purpose or condition. If a system is incorrectly installed or unfit for use AURA GAS reserves the right to terminate the Contract. The Maintenance Plan is specific to the boiler installed in the property at the commencement of the Plan. Should the boiler be changed during the term of the Maintenance Plan Aura Gas must be informed immediately in writing. Aura Gas reserve the right to terminate any Maintenance Plan, in this instance, without reimbursement of payment. Should a breakdown / repair / service be required on a boiler that has been changed since the commencement of the Plan without notification to Aura Gas, Aura Gas reserve the right to charge for any callouts at Aura Gas standard rates.
  - 5 **AURA GAS** shall not be liable to fulfil its obligations under the Contract if subject to industrial dispute of Force Majeure.
  - 6 **AURA GAS** may not be held responsible for any delay in provision of spare parts by suppliers and thus no compensation is payable should this occur. AURA GAS may supply and fit replacement parts and components which are adequate but not the same as defective parts.
  - 7 **Change of Ownership of Dwelling** if ownership of dwelling changes the new owner of the dwelling shall retain the benefit of the Contract so long as payments due are maintained. Refunds will not be available however for the unexpired part of the Contract.
  - 8 **New Parts and Components** will only be fitted where old ones are beyond reasonable repair. AURA GAS will be the sole arbiter as to the condition of components.
  - 9 **Noisy boilers** as boilers become older, for various reasons they may become noisy. Where age is the sole reason for noise AURA GAS do not consider this a fault and it is not covered under the Maintenance Contract. A charge will be made for any recurring callouts relating to noisy systems, chargeable at Aura Gas current standard & weekend rates
  - 10 Unless we cause it **AURA GAS** shall not be responsible for any loss or damage to property (including any cleaning needed) or any other type of loss caused by the system or appliance to which your Maintenance Cover relates breaking down or being accidentally damaged by you or leaking (for example, damage by furniture caused by water leaks). If access has been made to your system or appliance, we will fill in any holes and leave the surface level but we will not replace the original surface or construction. Any redecoration or repair of damage that may be needed following our work is your responsibility, unless we have been negligent.
  11. **Boiler Servicing** the service will usually be carried out during the period April to August inclusive. Aura Gas will not be obliged to carry out a service outside of this period as breakdown calls will be given priority. All servicing work is carried out during normal working hours Monday to Friday. Where a condensing boiler is installed and the efficiency of the boiler be found to be reduced predominantly caused by fouling of the heat exchanger Aura Gas reserve the right to charge an additional cost to the standard service rate including charges for additional consumables.
  - 12 **Exclusion Period.** There is a 28 day exclusion period for any callouts on Maintenance Plans. If a customer renews before the expiry of the Contract, the exclusion period does not apply after the first year of cover.
- Exclusions:**
- a Any inadequacy attributing to original installation or design of the system.
  - b AURA GAS will not be held responsible for consequential damage or loss occurring as a result of a defect in the central heating system unless attributable to the negligence of AURA GAS. If attributable to the negligence of Aura Gas notification must be given in writing with full details within fourteen days of the incident.
  - c Any damage due to the failure of water, gas or electricity supply.
  - d Any work including descaling that may arise due to hard water scale deposits or aggressive water supply.
  - e Mechanical breakdowns due to sludge build-up within the system. Removal of products of corrosion from within the system.
  - f Should the heat exchanger or heat bank fail, this will deem the boiler to be beyond economical repair.
  - g Any damage or defect caused by lightning, frost, explosion, flood, storm, tempest, fire, impact or other extraneous causes. or any other risk normally insured under household or other insurances. Any defect caused through accidental damage (except where accidental damage caused by you is specifically stated as being included under your Maintenance Cover), intentional risk taking, negligence, misuse, third party interference or malicious or wilful action.
  - h Domestic water supply from the hot water cylinder to and including taps and washers.
  - i The replacement of decorative parts.
  - j Any adjustment of time and temperature controls, bleeding radiators or pressurising sealed systems and relighting pilot lights.
  - k The fabric of the building and any pipework including flues buried in it.
  - l Any faults present at the time of signing the initial contract. Any callouts deemed to have been pre-existing to the commencement date of the Maintenance Plan and within the first three months of the Contract will not be covered and may incur a charge for the callout and any parts required, at the current Aura Gas rates, variable to the day and time of the callout.
  - m Replacement of flues.
  - n Heating appliances such as kick space heaters, fan assisted radiators, towel rails, designer radiators e.g. column radiators, school radiators, dual fuel kits, immersion heaters, primatic cylinders, custom made cylinders, un-vented cylinders and thermal stores.
  - o Radiants and glass fronts on back boiler fires.
  - p Cylinders with a volume greater than 40 gallons or 182 litres and boilers with a heat output greater than 42 kilowatts.
  - q Consumer durables (eg. batteries, filters, fuses, oil nozzles and ignitors).
  - r Removing asbestos associated with repairing the central heating appliance/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.
  - s Commencing and/or continuing services where we reasonably consider that there is a Health and Safety risk including: the presence of; hazardous materials; infestations; or harassment of our personnel including verbal or physical abuse. We will not recommence work until the Health and Safety risk has been rectified to our satisfaction.

This Guarantee should be detached and retained by the payer

## The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit PSL re Aura Gas Ltd will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request PSL re Aura Gas 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 PSL re Aura Gas 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 PSL re Aura Gas Ltd asks you to
- You can cancel a Direct Debit at anytime by simply contacting your bank or building society. Written confirmation may be required. Please notify us.