

# enerus care

## Boiler Service Plan

### Terms & Conditions

#### Overview

The Enerus Care Boiler Service Plan is a 12-month maintenance membership designed to help keep your boiler and central heating system operating safely and efficiently.

The plan includes one annual boiler service together with a range of membership benefits, including priority booking and discounted repair labour. It is not an insurance policy, breakdown policy or guarantee against faults.

#### Membership Includes

Your Enerus Care Boiler Service Plan includes:

- One annual boiler service
- Digital boiler service record or certificate
- Combustion and efficiency checks where applicable
- Priority booking for servicing and repairs
- 10% discount on labour for repair work
- Annual service reminders
- Access to your online customer portal
- Telephone support during normal office hours

#### Monthly Membership

**Membership costs: £15 per month**

Paid monthly by Direct Debit.

Minimum membership term of 12 months.

Payments continue throughout the membership period regardless of whether the annual service has already taken place.

#### Annual Boiler Service

The annual boiler service will be carried out in accordance with applicable manufacturer instructions and normal industry servicing requirements. It may include, where relevant:

- Visual inspection of the boiler, flue and accessible heating-system components
- Operational and safety checks
- Combustion analysis where applicable
- Inspection and cleaning of accessible boiler components where required
- Checks of boiler controls and safety devices
- System pressure checks
- Expansion vessel checks where applicable
- Inspection for visible signs of leaks, corrosion or deterioration
- Efficiency and performance observations
- Digital service record or certificate

Additional work outside the scope of a normal annual boiler service will always be quoted before being carried out.

#### Repairs

Repairs are not included within the membership. Members receive:

- Priority booking
- 10% discount on labour charges

Replacement parts, materials, specialist equipment and any additional works are chargeable separately.

#### What's Not Included

The plan does not include:

- Replacement parts or materials
- Emergency breakdown cover
- 24-hour call-outs
- Labour for repairs, other than the stated membership discount
- System upgrades, alterations or improvements
- Powerflushing, chemical cleaning or water-treatment work unless specifically quoted
- Damage or faults caused by misuse, neglect, accidental damage or third-party work
- Pre-existing faults identified before or during membership
- Work outside the manufacturer's normal service requirements

- Plumbing, electrical, gas or building work unrelated to the annual boiler service
- Repairs to radiators, pumps, motorised valves, cylinders, controls or other system components unless separately quoted

## Appointments

Members are responsible for arranging a suitable appointment when contacted or reminded that the annual service is due. If an appointment needs rearranging, please provide at least 24 hours' notice where possible. Repeated missed appointments may result in additional charges.

## Access

Customers must provide safe and reasonable access to the boiler, flue and any components that need to be inspected as part of the service. If our engineer cannot safely complete the service, a further appointment may be required and an additional charge may apply.

## Existing Faults

The annual boiler service is routine preventative maintenance and is not intended to diagnose every possible fault within the boiler or wider heating system. If a fault, defect or unsafe condition is identified during the visit, we will explain our findings and, where appropriate, provide a quotation for remedial work.

## Unsafe Appliances

Where an engineer identifies an unsafe gas appliance or installation, Enerus will follow the applicable gas-safety procedures. This may require the appliance to be turned off or otherwise made safe. Any remedial work required is outside the service-plan membership unless expressly stated otherwise.

## Cancellation

You may cancel your membership at any time. If cancelled within the initial 12-month term, any outstanding monthly payments for the minimum term remain payable unless otherwise agreed by Enerus. After the first 12 months, membership continues on a rolling monthly basis until cancelled.

## Our Responsibilities

Enerus will:

- Carry out servicing with reasonable skill and care
- Use appropriately qualified engineers
- Notify you when your annual boiler service becomes due
- Keep records of services completed

## Liability

Nothing within these Terms affects your statutory rights. Enerus shall not be liable for losses arising from circumstances outside our reasonable control, including manufacturer defects, utility interruptions, customer misuse, third-party work or failures elsewhere within the heating system that are not caused by the annual service.

## Privacy

Customer information is processed in accordance with our Privacy Policy and is used for administering your membership and providing heating services.

## Changes to Membership

We may update membership pricing or benefits from time to time. Members will receive at least 30 days' notice of any significant changes.

## Important Information

The Enerus Care Boiler Service Plan is a maintenance membership. It does not provide insurance or comprehensive breakdown cover and does not guarantee that a boiler or heating system will remain fault-free.

The annual service is intended to support safe, efficient operation and may identify maintenance or repair requirements. Any work outside the stated service scope will be discussed with you and quoted separately before work proceeds.

## Contact Enerus

|           |                                                      |
|-----------|------------------------------------------------------|
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