



Boiler Cover & Servicing Plans



Over 130,000 homes trust us to keep them warm. From as little as £9.16 a month, you can have the reassurance that if anything goes wrong with your boiler that we are on hand to fix it with our fast and efficient emergency boiler cover. We are here 365 days a year, 24 hours a day.

- ✓ No Hidden Costs
- ✓ Unlimited Call outs
- ✓ No call out charges

Great Prices on Boiler Cover and Service Plans

Are you looking to book a service or cover your boiler against unexpected maintenance work over the course of the year? Please see below for details of our three straightforward and easy to understand maintenance plans. You can sign up to one of these contracts online at the following address: www.swaleheating.com/servicing-and-maintenance or simply call one of the numbers above to speak to one of our highly trained team.

Are you a Landlord? You will have the option to add a Landlords Gas Safety Certificate for just £28 when signing up to any of the cover plans below.

Choose the right plan for you

<p>Premium Boiler Cover</p> <p style="text-align: right; color: yellow;">only £15.50 per month</p>	<p>Premium Boiler Cover- For those whose boiler was installed by Swale Heating and is in warranty</p> <p style="text-align: right; color: yellow;">only £9.16 per month</p>	<p>Standard Boiler Service</p> <p style="text-align: right; color: black;">only £5.83 per month</p>
<p>Full comprehensive cover for gas central heating boiler and system*†</p> <p>What's Covered</p> <ul style="list-style-type: none"> ✓ Annual service on your appliance and system ✓ Unlimited call outs available 24 hours a day, 365 days a year ✓ Parts and labour included ✓ Energy efficiency advice from fully qualified engineers ✓ No excess fee <p>Benefits of Cover</p> <ul style="list-style-type: none"> ✓ Pay £186 upfront or £15.50 per month by Direct Debit ✓ Great value for money ✓ Ensures your boiler operates safely & efficiently <p>Contract length 12 month Plan Price only £15.50 per month</p>	<p>Full comprehensive cover for gas central heating boiler and system that was installed by Swale Heating Limited*††</p> <p>What's Covered</p> <ul style="list-style-type: none"> ✓ Annual service on your appliance and system ✓ Unlimited call outs available 24 hours a day, 365 days a year ✓ Parts and labour included ✓ Energy efficiency advice from fully qualified engineers No excess fee <p>Benefits of Cover</p> <ul style="list-style-type: none"> ✓ Excellent value for existing customers still in boiler warranty period ✓ Pay £110 upfront or £9.16 per month by Direct Debit ✓ Ensures your boiler operates safely & efficiently ✓ Annual servicing that validates your boiler warranty <p>Contract length 12 month Plan Price only £9.16 per month</p>	<p>Annual service only for your gas boiler*†</p> <p>What's Covered</p> <ul style="list-style-type: none"> ✓ Annual service on your appliance and system ✓ Energy efficiency advice from fully qualified engineers <p>Benefits of Cover</p> <ul style="list-style-type: none"> ✓ Pay £70 upfront or £5.83 per month by Direct Debit ✓ Ensures your boiler operates safely & efficiently ✓ Keeps your boiler running smoothly ✓ Helps to validate your boiler for an extended warranty <p>Contract length 12 month Plan Price only £5.83 per month</p>



Service and Maintenance Terms and Conditions

- These terms and conditions (**'terms'**) apply to the service and maintenance contract (**'contract'**) between the person ordering the services (**'customer'** or **'you'**) and Swale Heating Limited (**'we'** or **'us'**). Please read these terms carefully before agreeing to the contract as they contain important information.

- **KEY TO SYMBOLS FROM OVER THE PAGE:**
- ***Subject to these terms and conditions.**
- **+Premium under warranty install option only available during boiler warranty period after Swale Heating installation.**
- **†A landlord's gas safety certificate can be added to all contracts for an additional fee of £28 inc VAT.**

- **SERVICES:** If you have selected **'standard boiler service'** then the contract between you and us entitles you to an annual boiler service only. If you have selected **'premium boiler cover'** then your contract entitles you to comprehensive cover for your gas central heating boiler and heating system and also includes an annual service. There are no excess fees to pay and parts and labour are included, subject to the exclusions listed below. We will provide the service you have selected to you in accordance with these terms.

- **EXCLUSIONS TO THE SERVICE AND MAINTENANCE CONTRACT:** The following services are excluded from both our 'standard boiler service' and 'premium boiler cover':
 1. Adjustments to time and temperature controls.
 2. Replacement of decorative parts.
 3. Any domestic water supply from the hot water cylinder or appliances including taps and showers.
 4. Any cold-water storage cistern, mains water supply, cold water supply pipework.
 5. Inherent defects or inadequacy to the original design and installation of the system/appliance(s) not apparent at the initial subject to survey visit, or from visual inspection, and consequential damage or loss arising from defects (not applicable if Swale Heating installed the entire heating system).
 6. Pipework, wiring or flues buried in the fabric of the building including underfloor heating.
 7. Any defects or damage caused through malicious or wilful action, negligence, or third-party interference.
 8. Any defects or damage caused by fire, lightning, explosion, flood, storm, frost, impact or other extraneous cause.
 9. Any defect or damage occurring from a failure of the public electricity, gas or water supplies.
 10. Any work arising from hard water scale deposit, system contamination or damage from aggressive water.
 11. Removing asbestos associated with repairing appliance or system.
 12. Any Unvented cylinder or associated unvented system components.
 13. Replacement or repair of thermal stores, immersion heaters or the repair of fan convectors.
 14. Replacement of towel rails, Low Surface Temperature and designer radiators, including any associated valves.
 15. Replenishment of chemical treatments.
 16. Complete appliance replacement for any reason.
 17. Replacement of gas supply pipework.
 18. Any increased cost of utilities, loss of water services, loss of earnings, any retrospective cost for items not relating to the repair of the heating components.
 19. The cost of any improvements to the heating or hot water systems.
 20. Removing sludge from system.
 21. Replacing/repairing any steel or iron pipes.
 22. Making access to the appliance/system that is not deemed reasonable.
 23. The replacement of any internet based controls.

A full copy of the terms and conditions can be found at <https://www.swaleheating.com/terms-and-conditions>