

Dear Customer

Ref Service contract

B D Hockin Gas engineers Ltd is a well established company trading for over twenty five years. We offer a full range of heating services for Gas and Oil boilers. We also offer a full range of plumbing services. All our engineers are fully qualified and hold Gas Safe certificates.

We can offer advice and information on all aspects of installation including solar energy, ground source and air source heat pumps.

**For more information you can visit our web site at [www.hockins.co.uk](http://www.hockins.co.uk).**

We have a fully manned office between the hours of 9am and 5pm so there is someone available to answer your call.

Enclosed is a copy of the terms and conditions of our service contract. As a contract customer you will enjoy the benefit of access to an engineer out of hours. Should you experience problems with your boiler you will, as a contract customer have priority. All breakdowns will be attended within twenty four hours and when possible we will attend the same day. If you have a boiler breakdown as a contract customer you have the security of knowing you are not going to be faced with a large bill for repairs.

Your annual gas service is included in the price. We will log the date in our office and contact you when your service is due to arrange an appointment at your convenience.

**Gas Service Contracts are £150.00 plus VAT AT 20% per annum a TOTAL Of £180.00**

B D Hockin Gas Engineers Ltd aims to reduce its use of paper in an attempt to do our bit towards the environment. If you are happy to receive your correspondence and invoicing by Email please let us know.

You can also pay any invoices by bacs to further reduce our carbon footprint.

Should you have any queries please do not hesitate to contact us and we will be happy to answer your questions.

Regards

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Moiya Hockin  
Office manager

B D Hockin Gas Engineers Ltd

**Terms and conditions for Service contract are as follows**

### **1. General heating system covered by contract**

- The central heating unit and gas supply from the appliance isolating cock.
- Radiators, thermostatic radiator valves and associated pipe work
- Motorized valves and the cylinder thermostat including the pump.
- Temperature and pressure controls.
- Feed and expansion tank
- The primary flue
- System programmer / timer

### **2. Annual service**

- A full central heating service will be carried out annually. In the case of a landlord property a landlord's certificate will be produced. The service cleaning and any necessary adjustments will be carried out at this service. Where possible any fault found during the service will be rectified at the time of service.

### **3a. Breakdowns**

- Contract customers will receive priority same day call out where possible
- All calls will be attended within 24 hrs subject to any abnormal workload
- No charge will be made for the labour or materials
- Contract customers will have access to an engineer during weekends and holidays via our out of hours on call number.
- No responsibility can be taken for the delivery of replacement parts from suppliers
- All replacement parts supplied will be where possible on a like for like basis

### **3b. Replacement of the central heating system**

- If components or replacement parts are not reasonably available the contract does not allow for the replacement or renewal of any central heating appliance or warm air unit or any part thereof.

#### 4. Exclusions – the following are not covered by the contract

- The replacement of any decorative parts
- Programming of the timing and temperature controls
- Any domestic water supply from the hot water cylinder or gas appliance to and including the taps
- The fabric of the building, any pipe work or flue buried within it
- Cold water feeds – outlet from the cold water tank
- Any damage resulting from the failure of the water or electric supply
- Any damage or defect caused by fire, flood, lightning, storm, tempest, frost, subsidence, structural repairs, accident, explosion or impact or any other extraneous cause
- Any damage or loss arising as a result of a defect occurring in the central heating system
- Hot water cylinder and cold water tank (this can be covered at an additional cost)
- Any work descaling or hard water scale deposits
- Any repairs / modifications needed because of design faults ( unless we are responsible), or faults which existed before you entered into the agreement or which we could not identify on our first service or inspection of that particular system using reasonable care and skill.
- Improvements including work that is needed to bring your system up to current standards

#### 5. Payment and renewal of contract

- Payment can be made in full annually or by **twelve** monthly standing order payments.
- If payment is made by monthly standing order each payment must be made in the manner specified by B D Hockin Ltd. The contract will be terminated immediately if the customer fails to make a due payment.
- The contract remains valid only as long as payment is continued. Any delay in payment will result in the contract becoming void.
- The customer will be notified of any price increase prior to the renewal anniversary.
- Termination of contract - A minimum of 28 days notice is required from the customer or B D Hockin Ltd. Any payments made are non refundable.
- The company reserves the right to decline a renewal of any contract.
- If the ownership of the property changes the new owner shall benefit from the remainder of the period of the contract providing full payment has been received or payment is continued by the new owner.
- If the customer decides to cancel their contract any work carried out will be invoiced in full.

#### 6. Condition of central heating system

- B D Hockin Ltd reserves the right to withhold at any time any contract offered for reasons of safety, accessibility for service or obsolete parts. The company does not accept responsibility for any inadequacy attributed to the original design and make no warranty as to the fitness for purpose or condition of the system.

## 7. Access to property

- It is the customer's responsibility to ensure access to the property. If we cannot gain access despite having made an appointment we will inform the customer and book another appointment. If we are still unable to gain access the engineer's time will be chargeable.
- **Landlords** – It is the landlord's responsibility to ensure we can gain access when appointments have been made. If we are unable to gain access we will inform you. Should we have a second no access the engineers time will be chargeable.

## 8. Before your contract can begin

- We will carry out an initial inspection of the system or appliance to make sure they are safe and in good working order. If the inspection reveals a problem we will:
  1. Tell you of any work required and the cost to you
  2. Decline to offer a contract until such time as the fault has been rectified

## 9. Our right to amend the terms and conditions

- B D Hockin Gas Engineers Ltd reserve the right to amend the terms and conditions of this contract with due notice to the customer.

## 10. Contact details

- Phone - 01271 324913 during office hours 9am to 5pm
- E-mail - [Moia@bhockin.co.uk](mailto:Moia@bhockin.co.uk)
- By post - B D Hockin Gas Engineers Ltd Hillside Cottage Bickington EX31 2Jg

*Please complete the form below*

I have read and accepted the terms and conditions attached  (please tick)

Signed..... Date.....

Name (please print).....

Address.....

Post code..... Phone number..... Mobile number.....

E-mail.....

Contract start date.....renewal date.....

Personal Contract reference.....

I would like to be contacted by email  I would like to be contacted by phone and post

Details for contract if different from above

Contact Name.....

Address.....

.....

Phone number.....Mobil.....

PAYMENT METHOD I wish to pay (please tick)

In full for one year's cover & enclose a cheque for £.....

/// Bacs payment for full amount

Monthly by standing order the sum of £.....per month  
(12 monthly payments to be paid by the 10<sup>th</sup> day of each qualifying calendar month)

Payable to: Account number 61633309 Sort Code 40-09-13