



Annual Service Plan

For THR, THI & ZEM Boilers

Peace of mind from only £435 per year, or £36.25 per month.

Full parts and labour cover

The Evinox Annual Service Plan will cover your existing boiler once we have either commissioned from new or carried out our full service inspection.

The Plan covers all Geminox equipment and parts and associated labour costs in accordance with Geminox warranty conditions.

Summary of Cover

Geminox boilers, tanks, sensors and controls: All boiler components as supplied by Geminox and fitted within the boiler casing, plus Geminox external room controller and associated normal working hour labour charges.

Your Geminox appliance is one of the most reliable and technically advanced products available. However, it is imperative that it is serviced and maintained in accordance with Geminox installation and servicing manuals to ensure long life, reliability and fuel savings.

This Plan has been created to ensure that your Geminox equipment is kept in top condition.

Good reasons for taking out an Annual Service Plan for your Heating Boiler -

- Includes: all Geminox equipment as listed in the Summary of Conditions.
- Full yearly service.
- Includes up to 1 litre of Bionibal inhibitor and automatic air vent per year.
- Check of inhibitor level at service.
- Quick & simple application process.
- Variable payment methods.
- Customer service helpline during normal working hours (Mon to Fri 8.30am – 5pm)
- Out of hours' service is 7 days a week 6am – 10pm

Customer Service Department

Should your heating boiler break down, contact our Customer Service Department on **01372 722277**.

To take advantage of our Annual Service Plan, please complete the application form on page 3 and email to - service@evinox.co.uk, or post to **Evinox Services Limited**, Unit 37, Barwell Business Park, Leatherhead Rd, Chessington KT9 2NY.

Alternatively you can complete the application form online by visiting our website - www.evinoxenergy.co.uk



Details

Method of Payment

The easiest method of payment is by monthly Standing Order. Alternatively, you may pay by Cheque or Credit/Debit Card. Please make cheques payable to Evinox Services Limited. To pay by Credit/Debit Card, please telephone the office.

Arrangement of Standing Order

Please complete the Standing Order Form and send back to Evinox Services Limited, by emailing to service@evinox.co.uk or posting to the address above, and we will make the necessary arrangements with your Bank. The Plan is effective 30 days after the date of receipt of the completed application form

Data Protection Act

Evinox Services will not use your name and address for marketing purposes.

Governing Law

This Plan is governed by English Law unless we have agreed otherwise with you.

Rights of third parties

This policy is for the benefit of you and anyone else we have agreed with you. No benefits will be given to anyone else. However, if we are notified in writing, it can be transferred to the new homeowner.

Summary of Conditions

- 1 This Service Plan is available for domestic use of new domestic heating equipment only and subject to maximum boiler ratings: Gas boilers 50kW
- 2 Includes up to 1 litre of Bionibal inhibitor and automatic air vent per year.
- 3 The Plan is not transferable to a third party without written consent from Evinox Services Ltd.
- 4 Central heating boilers are accepted under the Plan provided they are serviced annually in accordance with our recommendations. This service is included in the premium.
- 5 On acceptance of your application we will forward your policy schedule and a copy of the full terms and conditions.
- 6 It is your responsibility to contact us to arrange the service within 4 weeks of the 12-month cycle as per our warranty conditions.
- 7 The system water must be kept treated at all times with our inhibitor, as per our warranty conditions. This ensures long life and reliability of components.
- 8 All Geminox warranty conditions apply to validate this Plan.
- 9 Please note that Geminox boilers will sometimes not work due to the in-built boiler protection system which prevents the boiler firing if there is a fault on the system such as low gas pressure, low system pressure, or poor circulation.
Any callouts to these or other related non-boiler faults will be chargeable at the current call out rate in place.
- 10 Cancellation: Once you have entered into this contract with us you will be bound for a full 12-month period and will have to pay the annual charge even if you move or sell the property. To cancel the policy, we require 1 month's notice prior to the annual renewal date if payment is made by Standing Order. If no cancellation is received, you will automatically be entered into a new 12-month agreement.
- 11 We reserve the right to refuse cover if you have no or poor service history or previous corrosion problems.
- 12 We reserve the right to decline acceptance onto the Service Plan.
- 13 If you have no service history with us, before being considered for the Service Plan your boiler will need to be serviced by us to ensure it is suitable for our Plan.

Summary of Cover

- 1 All boiler components as supplied by Geminox and fitted within the boiler casing, Geminox room controls and Geminox hot water tanks.

This Plan covers normal working hour labour charges associated with repairs to the above.

What is not covered by your Plan

- a Replenishment of more than 1 litre of inhibitor.
- b Accidental damage, theft, malicious damage or damage caused by fire or explosion.
- c Repairs caused by floods, lightning storms, frost or other bad weather conditions.
- d Costs if no fault is found with our equipment.
- e Descaling and cleansing of system.
- f Labour charges for work outside normal working hours.
- g Unvented filling kits for unvented hot water tanks and appliances.
- h The cost of replacing any item or accessory that is intended to be replaceable. These include fuses, batteries, filters, electrodes and ionisation probes.
- i Modifications or servicing which is not in line with the manufacturer's instructions.
- j Turning on or lighting up the equipment and adjusting the switches and controls, except following a repair covered by the Plan.
- k Any part not shown in 'Summary of Cover'.
- l Clearing airlocks and partially or fully blocked pipes, balancing and venting radiators, or work caused by equipment, which is not installed correctly.
- m Costs arising from not following the manufacturer's instructions.
- n Repairs arising from any problem with the supply of electricity, gas, oil or water including contamination or dirt in the fuel lines.
- o Loss or damage caused by your equipment not working.
- p Cosmetic damage such as damage to paintwork or dents or scratches on the equipment.
- q Costs arising from difficulties in getting to the equipment. This includes pipework under floor boards or pipework contained in the fabric of the building or removal of fixings.
- r Any water pressure adjustments on sealed systems, except those connected with a repair which is covered by the Plan.
- s Replacement cost of heating pumps other than integral boiler pumps.
- t Any damage by scale, hard water areas or corrosion.
- u Multi boiler and multi zone controllers.
- v Parking charges.
- w If you owe any money for a callout not covered by the Plan, we reserve the right to cancel the plan if the account is not settled within 10 days.
- x If your home is within the Congestion Zone you will be required to pay the Congestion Charge and any related parking costs for each visit we make.

Geminox Boiler Annual Service Plan Application Form

Please complete the form below in **BLOCK CAPITALS** and email to **service@evinox.co.uk**, or post to **Evinox Services Limited**, Unit 37, Barwell Business Park, Leatherhead Rd, Chessington KT9 2NY.

<u>PERSONAL DETAILS</u>
Surname:
Initials:
Mr/Mrs/Miss (Circle)
Company Name:
Number/House Name/Street:
Town/County:
Post Code:
Tel No:
Gas Boiler Model:
Serial No.:
Date of Last Service:
<u>DETAILS OF INSTALLER (if appropriate)</u>
Name of Installer:
Address:
Town/County:
Post Code:
Tel No:
Date of Installation:

PREMIUMS (Boilers up to 15 years' old)

Annual cost by Cheque/Credit Card payment = **£435.00**

Monthly Standing Order = **£36.25** Per Month for 12 months (Total of £435)

2nd boiler on the same system costs £120.00 (or £10 per month) or 100kW model additional cost.

Standing Order Form

If you wish to set-up a standing order for monthly payments, please complete the form below in **BLOCK CAPITALS**.

Please ensure you complete all required sections, then sign and date the form and return to **Evinox Services Limited**, Unit 37, Barwell Business Park, Leatherhead Rd, Chessington KT9 2NY or email to **service@evinox.co.uk**.

Please set up a new standing order as follows:

Customer Account Details

Account holders name:	Sort code:	___ / ___ / ___
Reference (office use only):	Account number:	_____
Bank Name:		
Account Holders Bank Address:		

Beneficiary Details (office use only)

Beneficiary Name:	Evinox Services	Sort Code:	___ / ___ / ___
Ref:		Account number:	_____

Payment Details

Amount of 1 st Payment:	£ _____	Date of 1 st Payment:	___ / ___ / ___
Amount of usual Payment:	£ _____	Date of last Payment:	___ / ___ / ___
Frequency of Payment:	Monthly	Please continue until further notice:	<input type="checkbox"/>
		Please tick -	

All boxes must be completed in order for your request to be processed.

Customer Signature (s):	_____
(Where signing mandate both/all parties must authorise closure)	_____
Customer contact telephone number:	_____
Date:	_____