

Gas Service Care Contract

Application Form

Please use block capitals and blue or black ink

Mr/Mrs/Miss/Ms First name(s) _____ Surname _____

Address _____

Postcode _____

Telephone Home _____ Telephone Work _____

Mobile _____ Email _____

Type of Cover

Gold Silver Bronze Cover Plus

Cover Plus can be added to any of the Central Heating Service Care Plans to give protection to all your domestic gas appliances. Simply add the additional appliance price to your chosen level of Central Heating cover. Alternatively, Cover Plus can be used on it's own to cover appliances in homes that do not have central heating.

For current prices, please see attached, call the Energy Centre on 75557 or visit our website jsygas.com

Enter first choice appliance type (e.g. boiler, water heater, fire) Please state make, model, type etc

Additional appliance type (e.g. cooker, fire, wall heater)

Cover £ _____

Gold, Silver, Bronze £ _____

Cover Plus £ _____

Additional Appliance(s) £ _____

Total £ _____

Method of Payment

Cash Cheque Direct Debit Major Credit Cards

Application

I wish to take advantage of the benefits of a Jersey Gas Service Contract, having read and accepted the terms and conditions. Further, I understand that in order to qualify, the installation must be in good condition and working order. If it is not, the costs of any rectification work are not covered by this contract. After examining the installation Jersey Gas reserves the right to cancel the contract, or place the system on the most suitable scheme, dependant on age, working order and condition.

Signed _____ Print _____ Date _____

TERMS AND CONDITIONS ATTACHED



For the way you want to live

JERSEY GAS SERVICE CARE TERMS AND CONDITIONS

Jersey Gas Company Ltd offer a number of service care schemes to domestic customers to keep their gas appliance in good working order. Three schemes with various levels of cover are offered for domestic wet or dry central heating systems with a boiler up to and including 150,000 BTU's (41 kW) heat output (i.e. a normal 3 bedroom semi will require a 24kW boiler). A separate scheme is available for other domestic appliances such as cookers fires and water heaters.

Central Heating schemes

The cover provided by the three central heating schemes is as follows:

1. Gold Service Care Cover

- An annual diagnostic safety check of the boiler and system.
- Free Labour during normal working hours.
- Free parts if the boiler it's controls or the system breaks down
- 20% discount off labour rates for out of hours call outs.
- Priority attention every day of the year.

2. Silver Service Care Cover

- An annual diagnostic safety check of the boiler and system controls.
- Free Labour during normal working hours.
- Free parts if the boiler or controls break down (excluding radiator valves)
- 20% discount off labour rates for out of hours call outs.
- Priority attention every day of the year.

3. Bronze Service Care Cover

- An annual diagnostic safety check of your appliance.
- 20 % discount on the cost of labour.
- 20 % discount on the cost parts.

Cover Plus

- An annual diagnostic safety check of your appliance
- Free Labour during normal working hours.
- Free parts if your appliance breaks down.

Scope of cover

The Service care agreements only cover appliances in domestic use.

Agreement

The agreement will run continuous and is for an automatically renewable 12-month period. If you wish to cancel the agreement before the anniversary, this must be done in writing and the remainder of the 12 months contract will still be due for payment. We will write to you to tell you about any changes to the terms and conditions before the anniversary.

Your agreement begins when we process your application.

Initial safety inspection

If you choose the Gold, Silver or Cover plus scheme we will inspect your system or appliance to make sure it is safe and in good working order. Our representative will complete an Initial Safety Inspection Check List to show you what he or she has checked. We will normally do this inspection within 28 days of processing your agreement, however as we give priority to breakdowns, it may be later if we are busy. If the inspection reveals a problem, we will advise you of what we have found and:

- Tell you what work is needed and give you a quote for the work to be done.
- Offer you an alternative agreement that will not include the components or parts causing the problem, or
- Cancel the agreement and refund your money less the cost of the initial inspection

Annual diagnostic safety check

The Annual diagnostic safety check will usually be carried out during the summer months using CORGI registered operatives.

Cancellation

We will cancel your agreement if:

- You have given false information
- You do not make an agreed payment. We reserve the right to recover the total value of the remainder of the contract.
- We find something wrong at the initial safety inspection
- We are not reasonably able to source parts to keep your system or appliance in safe and good working order.
- Circumstances arise which make it inappropriate for the contract to continue.

We reserve the right to cancel the agreement if others, not authorised by Jersey Gas modify alter or work on the installation appliance or any associated controls or equipment.

If you cancel your agreement with us before the anniversary we will not give a refund and we reserve the right to charge for any repairs made since the last anniversary date. However, you are entitled to a full refund if you cancel within seven working days of taking out the agreement, as long as we have not done any work.

Spare parts

Jersey Gas will determine if parts are to be repaired or replaced. Where parts are to be replaced we will replace them with the manufactures part, an approved alternative or a suitable reconditioned part. We will normally be able to source a spare part from our stores, however if we do not have the part in stock on the day, we will source them from the UK's largest spare parts supplier, normally within three days. In unusual circumstances we will source parts from an alternative supplier. Jersey gas will use reasonable endeavors to source spare parts but will not be responsible for delays incurred in obtaining them

If your system requires a spare part, we will source and order the part on your behalf and contact you when it arrives. You are required to give us access to fit the part. Should there be a disproportionate delay in gaining access to fit the part, we will return the part and a re-stocking charge of £10.00 will apply. You will be liable for this charge

Labour

Our own staff will normally carry out work however Jersey Gas reserves the right to use a suitably qualified contractor to carry out the work. Normal working hours are Monday-Friday, 08.00 – 16.30.

Access to your system.

Jersey Gas is not able to give specific times to attend to repairs or annual inspections but will indicate whether the visit is AM or PM. Customers are responsible for providing reasonable access to the property, appliance, installation, controls and fittings.

Jersey Gas will use reasonable care to gain access to pipework appliances or other equipment that is under the floor, built in or boxed. Carpets and other floor coverings will be removed and replaced on a best endeavours basis if requested to do so by the customer, alternatively the customer or Jersey Gas, at the customer's request, can arrange for a carpet fitter or other specific tradesman to be used. There will be an additional charge for this specialist work. We will replace, repair or make good any hole that is required for access but will not be responsible for redecoration. This work is chargeable at normal charge out rates however we will carryout this work free up to a value of 50.00.

Where we have diagnosed that a part requires replacement or further repair and have carried out a temporary repair the customer must allow reasonable access for us to carry out the permanent repair as soon as we are able. Jersey Gas will not be responsible for the consequences of a temporary repair where access to do permanent repair has been hindered or delayed and any damage caused to the appliance, system installation or controls will not be covered by the agreement.

Using personal information

Information you provide or we hold (whether or not under this contract) may be used by us, our employees or agents to:

- Identify you when you phone us
- Help run any accounts, services and products offered by our group of companies now or in the future
- Help us to detect fraud or loss, and
- Write to, e-mail, text or phone you with information about other services and products we and our other companies offer.
- We will not contact you in this way if you have previously told us not to do so.

Third party rights

This agreement cannot be transferred to anyone else without the prior agreement of Jersey Gas

Responsibilities

We will meet our responsibilities under this agreement within a reasonable timescale unless it is impossible for us to do this due to circumstances outside our reasonable control. In particular, we will not be responsible for delays caused by our suppliers or their agents.

Exclusions

Your Agreement does not include the following:

The cost of repairing or resolving design faults, or faults that existed before you entered into the agreement.

The cost of any repairs, relating to incorrect use of the appliance, system, controls and fittings or damage caused by you or someone else.

Any consequential loss or damage, including loss or damage howsoever caused, by the appliance or any part of the system controls or fittings breaking down (for example, water damage to carpets, furniture etc).

The cost of repairing faults or damage caused by freezing weather conditions, subsidence, structural repairs, accidents, fire, lightning, explosion, flood, terrorism or storm. The cost of repairing damage caused by changes to, or problems with, the gas, electricity or water services.

The cost of replacing the appliances or of upgrading the system, controls or fittings.

Repairing or replacing decorative or other parts which do not affect safety or how the appliance or system works

Resetting controls (for example, thermostats and programmers following winter or summer time changes, power cuts etc)

Repressurising the system or bleeding radiators after DIY activities

Replacing (where a repair is not possible) lead, steel or other non standard pipework

Repairing or replacing steel cold water storage tanks

Pipework buried in solid floors or walls

Unvented hot water storage systems, domestic hot and cold water supplies, taps and valves

Internal (after the gas meter) gas supplies

Removing asbestos.

Repairing or replacing appliance flues.

Removing sludge or hard-water scale from the boiler or system

Guarantees

Our guarantees do not affect your legal rights.