



Terms & Conditions of Gold Service Contracts

Introduction

Our Gold Service products have been designed to provide our customers with a high-quality central heating cover that is easy to understand and even easier to use. These terms and conditions are provided to show you exactly what is, and what is not, covered. Please read this document carefully as it may have changed since your last renewal.

We have been as transparent as possible, and we have tried to use simple terminology. If you have any questions about our Gold Service cover, please telephone 0345 2570130, e-mail gold@statusheating.co.uk or use the online chat facility on our website www.statusheating.co.uk

Period of Cover & Acceptance

The contract is for a 12-month period from the date of acceptance and either of the following

- a) Receipt of payment for the full 12 months
- b) A completed and valid electronic Direct Debit Mandate or credit/debit card agreement

The decision to accept an appliance on to cover is at the absolute discretion of Status Heating Limited.

The cover is subject to an initial inspection (unless the appliance was installed by Status Heating Limited) which will normally take place within the first 28 days from sign up. On this initial inspection we may well carry out the annual service at the same time.

We reserve the right to terminate the agreement at this initial inspection if any of the following are found:

- The appliance is made by a manufacturer on our excluded list of unreliable or excessively expensive to repair appliances
- The appliance is over 15 years old
- The appliance/installation does not meet current gas safety regulations
- The appliance/installation is in poor repair/condition
- The appliance/system has been designed or installed incorrectly, or against manufacturer's instructions
- There are signs of sludge in the system (this may be tested on initial inspection using Adey ProCheck technology)
- The system is not a domestic installation
- The appliance/system is not operational at the time of taking out the cover
- Access to work on the appliance/system would cause a Health & Safety risk (i.e., the appliance is installed in the loft with no boarding or lighting)

The customer will be informed of any remedial works that may be required to the system. If the customer agrees to have the works carried out, then the system will be accepted once these items have been completed and paid for.

Even if your appliance/system does not qualify for Gold Service cover, we may still offer to repair and service on a parts and labour basis.



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Renewals

All Payment types

Prior to the end of your period of agreement we will contact you to tell you of any changes to the agreement, including any price changes for the following year.

Monthly Payments

If you do not tell us in writing that you do not wish to renew your cover, we will automatically renew your agreement for another year.

We reserve the right to review your cover on an annual basis. If your appliance/system has passed the 15 year old threshold during the proceeding Gold Cover period, or you have had an unusually high number/value of repairs during the period, we may inform you that we cannot continue to cover your appliance/system on Gold Cover or your cover may be subject to an increased charge. If this is the case, we will contact you to let you know of this decision.

Payment for Cover

Payment for cover may be made in any of the following ways:

- A single annual lump sum by credit/debit card
- A single annual lump sum by bank transfer
- A single annual lump sum by Direct Debit
- Monthly by Direct Debit
- Monthly by credit/debit card

If paying monthly by Direct Debit, the first instalment will be taken approximately two weeks after acceptance. All proceeding payments will be taken monthly on a similar date.

If a Direct Debit payment is returned, we will retry on two occasions. If the payment continues to be returned, we will contact you to let you know. If a Direct Debit is returned for two consecutive months, then we reserve the right to terminate the Gold Service cover with immediate effect. At this point, the cover will be subject to the conditions laid out under the "Cancellation" section of this document.

Moving Home

If you are about to move home, please inform us as soon as possible, especially if you would like to continue your Gold Service cover in your new property. Although the cover is portable, your new home will be still subject to the same initial checks as your existing home and may be subject to a price increase if the appliance/system is not of the same type as your existing home.

If we find that the appliance/system in your new home does not qualify for Gold Service cover, we apply the cancellation charges laid out under the "Cancellation" section of this document.



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Cancellation

If we cancel your agreement

- If we must cancel your agreement because of something that we find during our initial inspection, we will give you a full refund
- If we cancel your agreement after a later visit, your refund will be based upon how long is left on your agreement

If you cancel your agreement

- If you cancel within the first 14 days, we will give you a full refund of any money that you have paid, unless we have carried out work. In this case, cancellation charges may apply (see section "cancellation charges")
- If you cancel after the first 14 days and pay monthly, we will continue to provide you coverage up to the end of the period covered by your last monthly payment. This only applies if you have not had any work carried out by us in the period of cover. In this case, cancellation charges may apply (see section "cancellation charges")
- If you cancel after the first 14 days and you pay by annual lump sum, we will continue to cover you up to the end of that calendar month. You will be refunded the balance of what is left on the contract period value. This only applies if you have not had any work carried out by us in the period of cover. In this case, cancellation charges may apply (see section "cancellation charges")

Cancellation Charges

If you cancel your agreement part way through a cover period and have had works carried out by us, you may be charged a fee for cancellation.

The charge will be calculated based upon the number and types of job that we have carried out at your home during the period.

If you pay monthly, we will deduct the amount already paid from the balance.

If you paid by annual lump sum, we would deduct the charge from your refund.

We will base the charges on the following job values:

Annual Service	£45.00
Repair (per job)	£125.00

Example

Customer A cancels her agreement after 6 months, having paid monthly instalments of £15 per month, totalling £90. During the period, she had a breakdown on her appliance which was repaired by our Company.

Using the job values above, Customer A would be charged the £125 for a repair, less the £90 already paid, giving an outstanding balance of £35. The £35 would be taken by Direct Debit.



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Items covered by Gold Service cover

- All Gold codes (apart from "lite" codes) include for all labour and materials associated with their covered appliances/systems subject to these terms and conditions. There are no limits to the number of visits allowed in a coverage period. *
- All customers with Gold Service cover will receive priority attention via a unique Gold Service hotline telephone number. The Gold Service hotline number is the only number that guarantees access to the "out of hours" service.
- All Gold codes include an annual service to the covered appliance/s.
- GOLD LITE cover only includes an annual service to the covered appliance

* Materials will be OEM parts for all gas appliances. External system materials (for example, pumps, radiators, controls) may not be like for like and will be specified by Status Heating.

For Gold codes that include a heating system with boiler (excluding GOLD LITE and GOLD 8)

- Boiler parts (not including those items excluded below)
- Time clock or programmer (not including those items excluded below)
- Room, hot water and frost thermostats (not including those items excluded below)
- Circulating pumps and valves
- Motorised and manual diverter valves
- Radiators and their valves
- Hot water storage cylinder (not including those items excluded below)
- Central Heating pipes and fittings (not including those items excluded below)
- Feed and expansion tanks (not including those items excluded below)
- Repairs only to an unvented hot water cylinder

For Gold Codes that include a heating system with boiler and additional appliance (excluding GOLD LITE)

- All operational parts on the additional appliance (not including those items excluded below)

For Gold codes that include a warm air unit or HIU (excluding GOLD LITE)

- Warm Air Unit parts (not including those items excluded below)
- Circulator parts (not including those items excluded below)

For Gold Codes that include a warm air unit or HIU and additional appliance (excluding GOLD LITE)

- All operational parts on the additional appliance (not including those items excluded below)

For Gold Code GOLD 8

- Time clock or programmer (not including those items excluded below)
- Room, hot water and frost thermostats (not including those items excluded below)
- Circulating pumps and valves
- Motorised and manual diverter valves
- Radiators and their valves
- Hot water storage cylinder (not including those items excluded below)



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- Central Heating pipes and fittings (not including those items excluded below)
- Feed and expansion tanks (not including those items excluded below)

Items Not covered by Gold Service cover

- Call outs within the first 14 days of cover (from sign up)
- Underfloor zones and their associated controls and valves
- Replacement of the appliance
- Any work needed because of the appliance/system being incorrectly installed
- Clearing blockages or repairing damage caused by a foreign object
- Removing asbestos associated with repairing the appliance
- The cost of repairing or replacing casings, decorative parts, paint work, enamel, batteries, bulbs, filters, control covers/flaps or any damage which does not affect the way the appliance works
- Customer error – Resetting controls, turning up thermostats, resetting programmers, repressurising boiler/system
- Faults caused by running out of gas or electricity or utility cuts/failure.
- Replacement of unvented hot water cylinders
- Warm Air unit main heat exchanger
- Any loss suffered because of water leaks or a breakdown
- Call outs triggered by faulty smoke/carbon monoxide alarms
- The cost of putting right faults caused by damage or not using the appliance/system correctly
- Decorative or non-standard radiators
- The gas supply from the meter to the appliance
- The flue in its entirety and the terminal
- Internet controlled (Smart) programmers/thermostats/valves – including loss of signal, pairing, WIFI and setting (i.e., Hive/Nest)
- Damage caused by accident or by fire, lightning, explosion, flood, storm, freezing weather, wind conditions or any other act of God
- Faults covered by frozen pipework (internal or external), including condense pipework
- Any parts of the system that are too difficult to get to safely or which are impossible or impractical to maintain because of where they are
- Any faults or problems caused by the original design of the system or the way it was installed or first commissioned.
- Steel pipes, steel cylinders, steel tanks, electrical immersion heaters, electric showers, showers and their associated controls, pumps and booster pumps
- The cost of removing sludge, hard water scale or adding corrosion inhibitor to the system, including the cost of any associated work or replacement parts. Signs may include a noisy boiler, cold spots on radiators, blocked/partially blocked pipes or poor circulation
- Pipework that is not visible or easily accessible
- Repairs to an appliance that is deemed to be beyond economical repair by a Status employee
- Refund of cost of the included annual service if not booked by the customer in the period of cover