

Service Plan

Summary of Cover

Gold



The Gold level of Service Plan is designed to meet the needs of householders who want protection against various problems with their Central Heating system on a repair and maintenance basis with convenient monthly payments. Gold is the top level of plan that we provide and includes all Labour and Parts/Material charges, as well the peace of mind from an annual safety inspection. In addition, the Gold level has an entitlement to the Service Plan Exclusive Discounts.

This is not a statement of the full Terms and Conditions of your policy but a summary of the main benefits and exclusions which have been set out below. A full description of the cover provided can be found in your Terms and Conditions of the CHG South West Domestic Service Plan Agreement.

Features & Benefits	Key Exclusions & Limitations
<ul style="list-style-type: none"> ✓ One annual safety inspection of your central heating appliance, controls and radiators ✓ Guaranteed call out within 24 hours, 365 days a year ✓ Unlimited annual call outs ✓ Labour rates for any completed repair to your central heating appliance and system ✓ Parts/materials for any completed repair to your central heating appliance and system ✓ Customer Care team available to help and support ✓ Exclusive discounts for further works 	<ul style="list-style-type: none"> ✗ Hot water cylinders and associated pipework ✗ Repairing damage caused by sludge and hard water scale if we have told you on a previous visit that remedial work is required and you have not taken the recommended action ✗ Power Flush

Duration of policy

The length of your Agreement is shown on your Annual Statement and will begin on the date you signed your Agreement. All Agreements are continuing monthly payable contracts, renewable annually.

Renewing your CHG South West Service Plan Agreement

We will require one months' notice in writing should you decide to cancel the scheme at the end of the first year. Your agreement will automatically be renewed for subsequent years, again running for the period of one year at a time, and the same notice period will be required as detailed above. We may cancel the agreement (see Terms and Conditions). We will write to tell you about any changes to the terms and conditions or prices as and when they change.

Cancelling your Direct Debit without contacting us will not mean you have cancelled your Agreement.

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Included Elements on the Gold level	Labour included
	Parts/materials included
Heating Appliance	✓
Flue	✓
Controls, which include: Auto Bypass Valve - Cylinder Thermostat - Heating Expansion Vessel – Programmer - Pump - Room Thermostat - Zone Valve	✓
Heating Supply Pipework	✓
Heating Feed and Expansion Tank	✓
Fuel Supply Pipework For Mains Gas – from the meter outlet For LPG - up to and including the changeover valve	✓
Filling Loop	✓
Radiators	✓
Radiator Valves	✓
Replacement Nozzle, Flexible Oil Line, Filter and Fire Valve for Oil Appliances	✓
Brush, Sweep and Vacuum clean of Flue for Solid-Fuel Appliances	✓
Certification (CP6)	✓

Making a complaint

We will always aim to do our best. However, there may be times when things go wrong. If you have a complaint about any part of our Service Plan please contact us.

Contact details:

CHG South West Ltd
Ground Floor - Unit 1
Homewood Way
Bridport
Dorset DT6 3FH

Telephone: 01308 420170
Email: info@chgsouthwest.com
Website: www.chgsouthwest.com
Company Reg #: 9952316
VAT No: 230 9285 15

Opening hours:

Customer Care Team
Monday – Friday 8am – 5.00pm

Out of business hours please call the same number and you will be able to speak to our on-call engineer for you to arrange a call-out appointment.