



Aura Gas Limited Terms and Conditions



This document explains the benefits of each Service and Maintenance Contract, what they “do” and “don’t” cover, what to do if you require a visit, or to change or cancel your agreement.

It is important you read and understand these terms & conditions, or if you require any assistance in understanding or have any questions please do not hesitate to call us on **02392 252 171**.

Product Overview	2
Terms & Conditions	3
Standard Exclusions	4
Referral Scheme	5
Reporting a fault / Contact Information	6
Product Cancellation Form	7

Our maintenance contracts include:

- Annual appliance service for private dwellings or gas safety inspection for landlords*
- Emergency call out 365 days per year
- Discounted labour rates (when applicable)
- 24/7 helpline

*Additional cost applies

Service	Service Plus	MOST POPULAR System Care	Boiler Care	Heating Care	Complete Care
	£6.50 per month	£13.95 per month	£16.95 per month	£19.95 per month	£22.95 per month
Annual Service	✓	✓	✓	✓	✓
Radiators & Valves	✗	✓	✗	✓	✓
Boiler	✗	✗	✓	✓	✓
Time & Temperature Controls	✗	✓	✓	✓	✓
Pump & Motorised Valves	✗	✓	✓	✓	✓
Hot Water Cylinder	✗	✓	✗	✓	✓
System Pipework	✗	✓	✗	✓	✓
Hot/Cold Water Pipes & Gas Supply	✗	✗	✗	✗	✓

Note: If you're having a new boiler from Aura Gas it comes with an extended guarantee, so you won't need to cover your boiler. There is a surcharge for landlord safety certificates and non-natural gas fuels.

Which Plan is Right for Me?

Service Plus

Your boiler is under guarantee and you would like an annual service to keep your guarantee valid. An annual service will also keep your boiler running safely and efficiently.

System Care (Our Most Popular Plan)

Your boiler is under guarantee and you would like to also cover the rest of your heating system. **This plan also includes your annual service.**

Boiler Care

Your boiler is not currently under guarantee, but you would like the peace of mind our Boiler Care plan offers. **This plan also includes your annual service.**

Heating Care

Your boiler is not currently under guarantee, but you would like to protect both your boiler and the rest of your heating system. **This plan also includes your annual service.**

Complete Care

Your boiler is not currently under guarantee, but you would like to protect your boiler, the rest of your heating system, plus your hot & cold water pipes and your gas supply. **This plan also includes your annual service.**

Terms & Conditions:

1. PRODUCT REQUIREMENTS

AURA GAS will provide breakdown cover for private domestic gas central heating and hot water systems subject to the level selected by the customer.

- 1.1. **Service Plus:** Annual Service only.
- 1.2. **System Care:** Full System Cover (not boiler).
- 1.3. **Boiler Care:** Boiler and Heating Controls.
- 1.4. **Total Care:** Full Boiler/Heating system Cover.

2. EXTRAS

- 2.1. Annual Fire Service; this covers the annual service only, no repairs or parts.
- 2.2. CP12; Gas Safety Certificate Issued With Service.
- 2.3. Fuel Type; Natural Gas/LPG/Oil

3. PRODUCT REQUIREMENTS

Remains valid until termination by AURA GAS or the customer, 28 days notice in writing is required for any cancellation by either side. In the event of cancellation of the cover plan within 12 months of its inception/renewal AURA GAS reserve the right to charge, at standard rates, for any work carried out. All cover plans are reviewed annually and we will upgrade the level of cover at the expiry of any manufactures guarantee period (if applicable) to ensure a consistent level of cover.

4. COVER PLAN AND PAYMENT

- 4.1. Payment should be made by a payment method offered by AURA GAS Ltd.
- 4.2. The Cover plan remains valid as long as payment is continued and remains subject to termination by appropriate notice from AURA GAS or the customer (see condition 3).
- 4.3. The Acceptance of a Central Heating System onto an AURA GAS cover plan does not imply that the system is installed to the relevant standards and AURA GAS will not accept any responsibility for any inadequacy arising from the original design or installation, and so makes no warranty as to fitness for purpose or condition. If a system is incorrectly installed or unfit for use AURA GAS reserves the right to terminate your contract.
- 4.4. A cover plan is specific to the boiler installed in the property at the commencement of the Plan. Should the boiler be changed during

the term of the contract, Aura Gas must be informed immediately in writing.

- 4.5. AURA GAS reserve the right to terminate any cover plan, in this instance, without reimbursement of payment. Should a breakdown / repair / service be required on a boiler that has been changed since the commencement of the Plan without notification to Aura Gas, Aura Gas reserve the right to charge for any call-outs at AURA GAS standard rates.
- 4.6. AURA GAS shall not be liable to fulfil its obligations under your cover plan if subject to industrial dispute or ForceMajeure.
- 4.7. AURA GAS may not be held responsible for any delay in provision of spare parts by suppliers and thus no compensation is payable should this occur.
- 4.8. AURA GAS may supply and fit replacement parts and components which are adequate but not the same as defective parts.
- 4.9. Change of Ownership of Dwelling if ownership of dwelling changes the new owner of the dwelling shall retain the benefit of a cover plan so long as payments due are maintained. Refunds will not be available however for the unexpired part of cover plan term.

REPLACEMENT PARTS AND COMPONENTS

Will only be fitted where old ones are beyond reasonable repair. AURA GAS will be the sole arbiter as to the condition of components.

5. NOISY BOILERS

- 5.1. As boilers become older, for various reasons they may become noisy. Where age is the sole reason for noise AURA GAS do not consider this a fault and it is not covered under the cover plan.
- 5.2. A charge will be made for any recurring call-outs relating to noisy systems, chargeable at Aura Gas current standard & weekend rates

6. ACCESS

AURA GAS shall not be responsible for any repairs to which reasonable access cannot be gained and shall not be responsible for replacing floorboards, cupboards, carpets and decorations etc. which may require removal for access.

7. BOILER SERVICING

- 7.1. The service will usually be carried out during the period April to August inclusive. Aura Gas will not be obliged to carry out a service outside of this period as breakdown calls will be given priority.
- 7.2. All servicing work is carried out during normal working hours Monday to Friday. Aura Gas reserves the right to charge an additional cost to the standard service rate including charges for additional consumables including system inhibitor.

8. EXCLUSION PERIOD

There is a 28 day exclusion period for any call-outs starting from the initial sign up date. If a customer renews before the expiry of the cover plan, the exclusion period does not apply after the first year of cover.

9. STANDARD EXCLUSIONS

- 9.1. Any inadequacy attributing to original installation or design of the system.
- 9.2. AURA GAS will not be held responsible for consequential damage or loss occurring as a result of a defect in the central heating system unless attributable to the negligence of AURA GAS. If attributable to the negligence of AURA GAS, notification must be given in writing with full details within fourteen days of the incident.
- 9.3. Any damage due to the failure of water, gas or electricity supply.
- 9.4. Any work including de-scaling that may arise due to hard water scale deposits or aggressive water supply.
- 9.5. Mechanical breakdowns due to sludge build-up within the system. Removal of products of corrosion from within the system.
- 9.6. Should the heat exchanger or heat bank fail, this will deem the boiler to be beyond economical repair.
- 9.7. Any damage or defect caused by lightning, explosion, flood, storm, tempest, fire, impact or other extraneous causes. Any defect caused through negligence, misuse, third party interference or malicious or wilful actions.
- 9.8. Any adjustment of time and temperature controls, bleeding radiators or pressurising sealed systems and relighting pilot lights.
- 9.9. The fabric of the building and any pipework including flues buried in it.
- 9.10. Any building work for the investigation of faults and/or following repair.

- 9.11. Any faults present at the time of signing up as a member. Any call-outs deemed to have been pre-existing to the commencement date of the cover plan and within the first three months of the cover plan will not be covered and may incur a charge for the call-out and any parts required, at the current AURA GAS rates, variable to the day and time of the call-out.
 - 9.12. Replacement of flues. The replacement of decorative parts. Consumables (e.g.. batteries, filters, seals, gaskets, inhibitor, fuses, oil nozzles and igniter's).
 - 9.13. Heating appliances such as kick space heaters, fan assisted radiators, towel rails, designer radiators e.g. column radiators, school radiators, dual fuel kits, immersion heaters, primatic cylinders, custom made cylinders, un-vented cylinders and thermal stores, underfloor heating systems and/or specialist heating. Radiants and glass fronts on back boiler fires.
 - 9.14. Cylinders with a volume greater than 40 gallons or 182 litres and boilers with a heat output greater than 42 kilowatts and pipework greater than 28mm diameter.
 - 9.15. Removing asbestos associated with repairing the central heating appliance/system. When you have had any asbestos removed, you must give us a clean-air certificate before we will do any further work at your property. By Law, the person who removes the asbestos must give you a clean-air certificate.
 - 9.16. Commencing and/or continuing services where we reasonably consider that there is a Health and Safety risk including; the presence of hazardous materials; infestations; or harassment of our personnel including verbal or physical abuse. We will not recommence work until the Health and Safety risk has been rectified to our satisfaction.
 - 9.17. Domestic water supply from the hot water cylinder or boiler outlet to and including taps and washers.
- ## 10. PLUMBING/PIPEWORK COVER
- (Service Plus, System Care, Boiler Care and Total Care) and cannot be taken on its own. It includes repair or replacement of the hot and cold water pipes, pipes that burst as a result of frost, the gas supply pipes (from the meter to any appliances isolation valve), cold water storage tank, leaking overflow pipes, all water isolation valves and ball valves.
- 10.1. Aura Gas's standard exclusions 9.1-9.16 apply

as listed above in addition to these specific exclusions.

- 10.2. Waste water and drainage pipes
- 10.3. Taps and tap washers, showers and shower pumps, specialist toilet ball valves, water filters, softeners, toilets/cisterns, baths, basins/sinks, shower trays and swimming pools.
- 10.4. Appliances and connecting hoses.

REFER-A-FRIEND & EARN REWARDS

At Aura Gas our reputation means everything and so we always go the extra mile in ensuring our customers are happy. The result; word of mouth has always been one of our primary sources of new custom.

To reward our loyal customers who regularly refer us to their friends, you can now earn between £25 and £50 in Amazon gift card for every friend you refer to Aura Gas.



Two ways you can earn rewards for referring a friend:

1. You refer a friend who has their new boiler supplied and fitted by Aura Gas.
2. You refer a friend who signs up to one of our Aura Care Plans.

The reward tiers are as follows:

1. Boiler supply and fit referral: £50
2. Aura Care referral 'Service Plus': £25
3. Aura Care referral 'System Care' and above: £50

This offer is available to new customers only. This means you can only refer friends who are not existing customers of Aura Gas.

How to contact us

Our contact details

Report a fault via email – **hello@auragas.co.uk**

Or report a fault online – **auragas.co.uk/contact-us/**

Report an emergency fault – **02392 252 171**

To complain or if you are moving home – **02392 252 171**

To book a boiler service - **hello@auragas.co.uk**

Other useful contacts

Report a Gas Leak – **0800 111 999**

Worcester Bosch - **0330 123 9559** (may be required if your boiler is still under warranty)

Vaillant - **0844 7360049** (may be required if your boiler is still under warranty)

Glow-Worm - **0330 1003142** (may be required if your boiler is still under warranty)

Vokera - **0844 391 0999** (may be required if your boiler is still under warranty)

Viessmann - **01952 675060** (may be required if your boiler is still under warranty)

Ideal - **01482498660** (may be required if your boiler is still under warranty)



If you can smell Gas please call **0800 111 999** immediately.

If you have any special needs, please let us know when you call.

Our breakdown emergency line is open 24/7 365 days a year.

Please see the relevant contact details above.

PRODUCT CANCELLATION FORM



Today's date

(*delete as appropriate)

I/We* am writing to notify Aura Gas that I/We wish to cancel the following product:

- Service Plus
- System Care
- Boiler Care
- Total Care
- Complete Care

Reasons for cancellation

Your full address

Print name

Your signature

In the event of cancellation of the membership within 12 months of its inception/renewal AURA GAS reserve the right to charge, at standard rates, for any work carried out.

If you have any questions, please call us on **02392 252 171**
Or email us at **hello@auragas.co.uk**