

Aura Care Terms And Conditions



GAS LIMITED
Your local boiler experts
Established 2005



Proud members of
TRUSTPILOT



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.

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Save 25% For Both You & Anyone You Refer

Over 15 years we have built a strong reputation based on great service for our local community. You will see the same engineers and speak to the same people, not a big call centre. The result: word of mouth has always been one of our primary sources of new customers.



To continue to build on this we ask our loyal customers to Share Boiler Care! We are not a national company, we genuinely care and ask you, our customer to refer us to your network of friends, family, and colleagues. That way we continue to serve and grow organically.

You and your friends/family will benefit from **25% off any care plan** if you recommend them for a Care Plan with us. This discount will last for 6 months.



The new customer should **enter the code: TRUST 25** when they sign up online through our website. You then just email hello@auragas.co.uk to claim the new customer and we will amend your payment from the next month.

This offer is available to new customers only. No discount against 'Service Only' cover. This means you can only refer friends and properties that Aura Gas have not completed any work in/for. Promotion is subject to removal by Aura Gas without notice.

Boiler Servicing & Aura Care Plans

Here at Aura Gas we offer a range of affordable Aura Care Plans, designed to protect your boiler from unexpected problems. Our boiler servicing cover is designed to help you effectively manage your maintenance and repair costs.

Starting at just **£7.50** a month for an annual boiler service, our **Aura Care Plans** (formerly service contracts) offer you additional benefits including annual service, no surprise repair bills and 24/7 helpline.

In Guarantee

Service Only	System Care	System Plumbing Electrics (P+E)
£7.50 per month	£15.00 per month	£21.00 per month
<ul style="list-style-type: none"> <input checked="" type="checkbox"/> 24/7 Helpline <input checked="" type="checkbox"/> Annual Service <input checked="" type="checkbox"/> Emergency call out 365 days per year <input type="checkbox"/> Boiler <input type="checkbox"/> Radiators & Valves <input type="checkbox"/> Time & Temperature Controls <input type="checkbox"/> Pump & Motorised Valves <input type="checkbox"/> Hot Water Cylinder <input type="checkbox"/> System Pipework <input type="checkbox"/> Hot/Cold Water Pipes, Gas Supply & Internal Drainage <input type="checkbox"/> Home Electrics 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> 24/7 Helpline <input checked="" type="checkbox"/> Annual Service <input checked="" type="checkbox"/> Emergency call out 365 days per year <input type="checkbox"/> Boiler <input checked="" type="checkbox"/> Radiators & Valves <input checked="" type="checkbox"/> Time & Temperature Controls <input checked="" type="checkbox"/> Pump & Motorised Valves <input checked="" type="checkbox"/> Hot Water Cylinder <input checked="" type="checkbox"/> System Pipework <input type="checkbox"/> Hot/Cold Water Pipes, Gas Supply & Internal Drainage <input type="checkbox"/> Home Electrics 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> 24/7 Helpline <input checked="" type="checkbox"/> Annual Service <input checked="" type="checkbox"/> Emergency call out 365 days per year <input type="checkbox"/> Boiler <input checked="" type="checkbox"/> Radiators & Valves <input checked="" type="checkbox"/> Time & Temperature Controls <input checked="" type="checkbox"/> Pump & Motorised Valves <input checked="" type="checkbox"/> Hot Water Cylinder <input checked="" type="checkbox"/> System Pipework <input checked="" type="checkbox"/> Hot/Cold Water Pipes, Gas Supply & Internal Drainage <input checked="" type="checkbox"/> Home Electrics
Select this plan	Select this plan	Select this plan

Not in Guarantee

Service Only	Boiler Care	Heating Care	Complete Care
£7.50 per month	£19.50 per month	£23.00 per month	£29.00 per month
<ul style="list-style-type: none"> <input checked="" type="checkbox"/> 24/7 Helpline <input checked="" type="checkbox"/> Annual Service <input checked="" type="checkbox"/> Emergency call out 365 days per year <input type="checkbox"/> Boiler <input type="checkbox"/> Radiators & Valves <input type="checkbox"/> Time & Temperature Controls <input type="checkbox"/> Pump & Motorised Valves <input type="checkbox"/> Hot Water Cylinder <input type="checkbox"/> System Pipework <input type="checkbox"/> Hot/Cold Water Pipes, Gas Supply & Internal Drainage <input type="checkbox"/> Home Electrics 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> 24/7 Helpline <input checked="" type="checkbox"/> Annual Service <input checked="" type="checkbox"/> Emergency call out 365 days per year <input checked="" type="checkbox"/> Boiler <input type="checkbox"/> Radiators & Valves <input checked="" type="checkbox"/> Time & Temperature Controls <input checked="" type="checkbox"/> Pump & Motorised Valves <input type="checkbox"/> Hot Water Cylinder <input type="checkbox"/> System Pipework <input type="checkbox"/> Hot/Cold Water Pipes, Gas Supply & Internal Drainage <input type="checkbox"/> Home Electrics 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> 24/7 Helpline <input checked="" type="checkbox"/> Annual Service <input checked="" type="checkbox"/> Emergency call out 365 days per year <input checked="" type="checkbox"/> Boiler <input checked="" type="checkbox"/> Radiators & Valves <input checked="" type="checkbox"/> Time & Temperature Controls <input checked="" type="checkbox"/> Pump & Motorised Valves <input checked="" type="checkbox"/> Hot Water Cylinder <input checked="" type="checkbox"/> System Pipework <input type="checkbox"/> Hot/Cold Water Pipes, Gas Supply & Internal Drainage <input type="checkbox"/> Home Electrics 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> 24/7 Helpline <input checked="" type="checkbox"/> Annual Service <input checked="" type="checkbox"/> Emergency call out 365 days per year <input checked="" type="checkbox"/> Boiler <input checked="" type="checkbox"/> Radiators & Valves <input checked="" type="checkbox"/> Time & Temperature Controls <input checked="" type="checkbox"/> Pump & Motorised Valves <input checked="" type="checkbox"/> Hot Water Cylinder <input checked="" type="checkbox"/> System Pipework <input checked="" type="checkbox"/> Hot/Cold Water Pipes, Gas Supply & Internal Drainage <input checked="" type="checkbox"/> Home Electrics
Select this plan	Select this plan	Select this plan	Select this plan

Additional Items - if required

Rented Properties	Gas safety Certificate	£2.00
Fuel	LPG	£2.00
Fuel	Oil	£4.00
Cover	Plumbing & Drainage	£4.00
Cover	Home Electrics	£4.00
Cover	Both Above (P & E)	£6.00

Terms & Conditions

1. PRODUCT REQUIREMENTS

AURA GAS LIMITED (AURA GAS) will provide breakdown cover for private domestic gas central heating and hot water systems subject to the level selected by the customer. This is not insurance; Your contract is a service agreement with free repairs, where applicable

- 1.1. **Service Only:** Annual Service only. No repairs.
- 1.2. **System Care:** Full Heating System Cover (not boiler).
- 1.3. **Boiler Care:** Boiler and Heating Controls.
- 1.4. **Heating Care:** Full Boiler/Heating system Cover.
- 1.5. **Complete Care:** Full Boiler/Heating system cover with plumbing / pipework / internal drainage and home electrics.

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.
- 2.4. Plumbing and/or Home Electrics Cover.

3. RENEWAL & TERMINATION

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 AURA GAS reserve the right to charge, at standard rates, for any work carried out. All cover plans are reviewed annually, we will upgrade the level of cover at the expiry of any manufacturers guarantee period (if applicable) to ensure a consistent level of cover.

4. COVER PLAN & PAYMENT

- 4.1. Payment should be made by a payment method offered by AURA GAS.
- 4.2. The Cover plan remains valid if 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 callouts 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 Force Majeure.
- 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 items which may not be the same but will have the same functionality.
- 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 for payments made.

5. REPLACEMENT PARTS & 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.

6. NOISY BOILERS

- 6.1. As boilers become older, for various reasons they may become noisy. Where age is the reason for noise AURA GAS do not consider this a fault and it is not covered under the cover plan.
- 6.2. Aura Gas reserve the right to charge for any callouts at AURA GAS standard rates where this is the reason for the call.

7. 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.

8. BOILER SERVICING

- 8.1. 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.
- 8.2. 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.
- 8.3. Aura Gas send automated reminders of the annual service and/or gas safety inspection but the owner/occupier is responsible to ensure that this is subsequently booked.

9. CALL OUTS & VISITS

- 9.1. AURA GAS prioritizes repairs against servicing and may, if necessary, cancel a service booking when additional labour required to cover breakdowns.
- 9.2. AURA GAS operates a 24/7 Emergency Call Out Service only, not a call out service. Therefore, other repairs will usually be booked in for standard working hours. An example of an emergency would be a gas escape or uncontrollable water leak. We aim to attend emergencies within 4 hours.
- 9.3. We aim to attend Urgent repairs within 2 working days, Urgent repairs are total failure of heating or hot water with no other back up within your property
- 9.4. For standard repairs, such as a partial loss of heating, loss of hot water when you have a backup or an intermittent fault, we aim to attend within 10 working days.
- 9.5. Aura Gas reserve the right to charge for any callouts at AURA GAS standard rates where there is no-one available to allow access to the property for a planned appointment

10. EXCLUSION PERIOD

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

11. STANDARD EXCLUSIONS

- 11.1. Any inadequacy attributing to original installation or design of the system.
- 11.2. 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.
- 11.3. Any damage due to the failure of water, gas and/or electricity supply.
- 11.4. Any work including de-scaling that may arise due to hard water scale deposits or aggressive water supply.
- 11.5. Mechanical breakdowns due to sludge build-up within the system. Removal of products of corrosion from within the system.
- 11.6. Should the heat exchanger or heat bank fail, this will deem the boiler to be beyond economical repair.
- 11.7. 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 willful actions.
- 11.8. The fabric of the building and any pipework including flues buried in it.
- 11.9. Any building work for the investigation of faults and/or following repair.
- 11.10. Any faults present at the inception of the agreement. Any callouts deemed to have been pre-existing to the commencement date 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.
- 11.11. Replacement of flues. The replacement of decorative parts. Consumables (e.g. batteries, filters, seals, gaskets, inhibitor, fuses, oil nozzles and igniter's).
- 11.12. Any adjustment of time/temperature controls, bleeding of radiators, pressurizing of sealed systems or relighting of pilot lights
- 11.13. 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, un-insulated cylinders, primatic cylinders, custom made cylinders, un-vented cylinders, thermal stores, underfloor heating systems, solar heating and/or specialist heating.
- 11.14. 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.

- 11.15. Removing asbestos associated with repairing or maintaining the central heating appliance / system.
- 11.16. 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.
- 11.17. Domestic water supply from the hot water cylinder or boiler outlet to and including taps and washers.

12. PLUMBING / PIPEWORK / ELECTRICAL COVER

In addition to (System Care, Boiler Care, Heating Care and Complete 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. Electrical cover will include, electrical circuits, circuit breakers, sockets and standard light fittings.

- 12.1. Aura Gas's standard exclusions 11.1-11.17 apply as listed above in addition to these specific exclusions
- 12.2. Taps and tap washers, showers and shower pumps, specialist toilet ball valves, water filters, softeners, toilets/cisterns, baths, basins/sinks, shower trays, swimming pools and below ground drainage pipes.
- 12.3. Electrical appliances, connecting hoses and leads. Portable equipment, specialist fittings, extractor hoods and fans. Solar P.V/renewable systems, burglar alarms, CCTV systems and electric vehicle charging stations.

How to Contact Us

Our Contact Details

Report an Emergency:	02392 252171 - Option 4
Report a Non-urgent Fault:	hello@auragas.co.uk / 02392 252171
Book a Boiler Service:	hello@auragas.co.uk / 02392 252171
Moving Home or to Complain:	02392 252171

Other Useful Contacts

Report a Gas Leak:	0800 111999
Worcester Bosch:	0330 1239559
Glow-Worm:	0330 1003150
Vokera:	01274 866100
Viessmann:	01952 675000
Ideal:	01482 498660
Vaillant:	0330 1003150

Important

If you can smell gas or suspect that there is an escape of carbon monoxide, then call 0800 111999. If you are vulnerable or have any special needs, please advise us when you call. Our breakdown emergency line is open 24/7, 365 days a year.

Product Cancellation Form

Date:

Address:

Postcode:

I/we are writing to notify Aura Gas Limited that we wish to cancel our Aura Care Plan. We therefore provide 28 days written notice, in line with the terms and conditions of the agreement.

Reason:

I/we acknowledge that Aura Gas Limited may charge me/us for any work that has been carried out within 12 months of the inception of the Aura Care Plan if I cancel the contract.

Name:

Signature:

If you have any queries then please call 02392252171, alternatively you can email your cancellation notice to hello@auragas.co.uk.

NOTE - Please do not cancel your direct debit to ensure that your final payment can be collected.