



# Intelihome (UK) Ltd

*Intelligent Solutions For Home Maintenance*

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United Kingdom  
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Email: sales@intelihome.co.uk

Please tick the plan you require

Application For	<input type="checkbox"/> <b>HeatPlan</b>	<input type="checkbox"/> <b>HeatPlan<sup>+</sup></b>	<input type="checkbox"/> <b>COVER</b>
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Name:
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Address:
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City/Town:	Post Code:
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Telephone/day:	Telephone/eve:
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Mobile:	Email:
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Boiler Details if known:	Date Installed:	Warranty expiry:
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Additional Appliances:	Appliance age:
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Additional Appliances:	Appliance age:
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### Price list:

HeatPlan Option 1.....£150 per annum  
 HeatPlan Option 2.....£276 per 2 years  
 HeatPlan Option 3.....£378 per 3 years  
 HeatPlan Plus Option 1.....£234 per annum  
 HeatPlan Plus Option 2.....£444 per 2 years  
 HeatPlan Plus Option 3.....£630 per 3 years

Additional appliances: £35 per annum.  
 Plumbing emergency: £45 per annum

I enclose a cheque for £\_\_\_\_\_, as payment for \_\_\_\_\_ year(s) cover for my heating system, and the appliances listed above. I understand that additional appliances will be inspected at the first visit. I will be informed if there are any defects that need to be put right and which are not covered by the contract.

For office use only	Added to DE:
Payment Received: / /	Prop Ref no:
Amount £	Letter Issued:
Cheque No:	Last Serviced: Service Date:

We may use information we hold about you to write, telephone or e-mail you about our other products and services offered by Intelihome (UK) Ltd. We will never disclose your details to third parties. Please tick the box or tell us when you call if you do NOT wish to hear about other products and services from Intelihome (UK) Ltd.

I do NOT wish to hear about other products and services from Intelihome (UK) Ltd.



# Intelihome (UK) Ltd

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## CONTRACT CONDITIONS

### 1. SCOPE OF HeatPlan CONTRACT

Intelihome (UK) Limited will provide the level of cover as set out below in respect of the private domestic central heating system or central heating appliance(s) specified.

#### DEFINITIONS

1.1 The whole central heating system:

The central heating boiler or warm air unit and gas supply from the appliance isolating cock, together with the pump, thermostatic radiator valves, motorised valves and cylinder thermostat, time, temperature and pressure controls, radiators, pipework, feed and expansion tank and flueing, or in the case of warm air, duct work and heat emitters together with the integral circulator providing hot water.

#### **Boilers and Controls:**

The central heating boiler or warm air unit together with the pump and temperature controls. In the case of warm air any integral circulator providing domestic hot water is included. In the case of an unvented hot water storage system, the hot water pressure and temperature controls are not included.

1.2 Boiler Only:

The central heating boiler or warm air unit. In the case of warm air, any integral circulator providing domestic hot water is included.

1.3 Additional Appliance(s):

Any other appliance(s) specified. Additional appliance(s) in this contract will qualify for a lower level of cover.

1.4 Priority Attention:

Intelihome (UK) Limited will endeavour, subject to workloads and labour availability to call the same day in response to any breakdown or failure of the central heating or other essential gas appliances.

1.5 Gas/Electrical Safety Inspection:

At the same time of the Gas/Electrical Safety Inspection, a Service Engineer will inspect the safe operation of all appliance(s) covered by this contract.

1.6 Service Visit:

A Service Engineer will inspect the central heating appliance and any other appliance(s) specified and clean and adjust them as necessary.

1.7 Free Labour and Parts:

No charge will be made in respect of labour or parts and materials in repairing any reported fault.



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**CONTRACT CONDITIONS (continued)**

## **2. PERIOD OF HeatPlan CONTRACT**

Subject to payment this is valid for a period of 1,2 or 3 year(s) from the date on which the agreement was made between Intelihome (UK) Limited and the customer and for each period it is renewed thereafter.

## **3. PAYMENT AND RENEWAL**

3.1 Payment for the service contract is made annually in advance or by other methods offered by Intelihome (UK) Limited.

3.2 This HeatPlan contract remains valid as long as payment is continued and remains subject to termination by the appropriate notice from the customer or Intelihome (UK) Limited.

3.3 Intelihome (UK) Limited at its discretion may refuse to offer renewal of any service contract or may offer a reduced level of cover.

## **CHANGE OF OWNERSHIP**

3.4 If the ownership of the premises in which central heating or the extra appliance(s) covered by this HeatPlan contract changes, the new owner shall have the benefit of the contract for the remainder of the period for which the annual payment or instalment has been made.

3.5 No refund will be made for the unexpired part of any HeatPlan contract.

## **4. PROVISION OF SPARE PARTS**

4.1 Intelihome (UK) Limited may supply and fit adequate replacement parts or components which are not the same as the part being replaced.

4.2 Intelihome (UK) Limited shall not be held responsible for any delay in the provision of spare parts by suppliers.

## **5. REPLACEMENT OF CENTRAL HEATING APPLIANCE OR OTHER GAS/ELECTRICAL APPLIANCE(S)**

This HeatPlan contract does not include replacement of the central heating appliance or other gas/electric appliance(s) in the event of spare parts or components not being reasonably available.

## **6. CONDITIONS OF THE CENTRAL HEATING SYSTEM/ APPLIANCE(S) OR OTHER GAS/ELECTRICAL APPLIANCE(S)**

6.1 Acceptance of a central heating system/appliance(s) or any other gas/electrical appliances or system components onto this HeatPlan contract does not imply that it is installed satisfactorily or to the prevailing standards or regulations. Intelihome (UK) Limited will not accept responsibility for any inadequacy attributed to the original design and makes no warranty as to fitness for purpose or condition.

6.2 At the time of the first visit, Intelihome (UK) Limited reserves the right to cancel the contract and refund any monies paid for reasons of safety, accessibility for servicing or for non availability of spare parts.



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**HeatPlan**

**CONTRACT CONDITIONS (continued)**

## **7. USE OF SUB-CONTRACTORS**

Intelihome (UK) Limited reserve the right to use sub-contractors to carry out all or any part of the works to be provided under this contract.

## **8. LIMITATIONS OF OBLIGATION**

Intelihome (UK) Limited shall not be liable if it is unable to carry out its obligations under the HeatPlan contract due to industrial disputes or force majeure.

## **9. EXCLUSIONS**

The following are excluded from the HeatPlan contract.

9.1 Adjustment to time and temperature controls.

9.2 The replacement of decorative parts.

9.3 The domestic hot water cylinder.

9.4 Any domestic water supply from the hot water cylinder or the gas/electrical appliance to and including taps.

9.5 The cold water supply tank, its feed and outlets

9.6 To any defects or inadequacy attribute to the original design of the gas/electrical central heating system/appliance(s).

9.7 The fabric of the building or pipework and flue pipework buried in it.

9.8 Any defect caused through malicious or wilful action, negligence, misuse or third party interference.

9.9 Any defect or damage occasioned by fire, lighting, explosion, flood, storm, tempest, frost, impact or other extraneous cause.

9.10 Consequential damage or loss arising of defect occurring in the central heating appliance, system or the gas/electric appliance(s) unless such a defect, damage or loss is attributed to the negligence of Intelihome (UK) Limited.

9.11 Any defect or damage occurring from a failure of the public electricity water supply or gas supply, any failure of Quantum gas meters.

9.12 Descaling and any work arising from hard water scale deposits or from damage caused by aggressive water.