

2018 Price List & Haus Care Service Guide

heat haus

COMPLETE HEATING TECHNOLOGIES

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*Installation, Design & Consultation
for Domestic & Commercial*

GAS, OIL & LPG



valor

Kamco



Johnson
& Starley

VIESSMANN

ideal

VITODENS 100

VIESSMANN

Truly bespoke.

At Heat Haus, we understand that when it comes to heating your home, you'll want a reliable solution that is designed with you in mind.

That's why we've invested in technology and expertise to ensure we can deliver you an optimal heating system.

Our heating installations are designed and customised to match your needs, the needs of your house and your lifestyle. Thousands of clients in all types of properties choose Heat Haus because of our reputation and reliable brand.

From remote control mobile phone apps to advanced underfloor heating, we're able to design and install you a modern solution with guarantees of up to 10 years.

Choosing Heat Haus for your bespoke heating system will be one of the best choices you make in your project, safe in the knowledge that you'll always be kept in the warm.

haus care | price list 2018

HAUS CARE PLANS	Cover Includes:-					Annual Payment	Monthly Payment
	HAUS CARE PLAN	Boiler	Annual Service Safety Check	Heating System	Plumbing		
Boiler & heating system cover	1	X	X	X		£224.64	£19.84
Boiler only cover	2	X	X			£156.00	£13.78
Boiler & heating system cover and initial breakdown fixed fee repair	3	X	X	X		£386.88	£34.17
Boiler, heating system and plumbing cover	4	X	X	X	X	£297.44	£26.27
Boiler & heating system cover (Valid for 5 years, from Heat Haus Boiler install date)	5	X	X	X		£153.92	£13.60
Powermax boiler & heating system cover	6	X	X	X		£282.88	£24.99
Gas fire cover	7		X		X	£120.00	£10.60
Boiler, heating system cover & gas fire cover	8	X	X	X	X	£324.48	£28.66
Boiler, heating system cover; gas fire & plumbing cover	9	X	X	X	X	£395.20	£34.91
Oil boiler & heating system cover	10	X	X	X		£274.56	£24.25
Oil boiler only cover	11	X	X			£230.88	£20.39
Oil Boiler, heating system cover & plumbing cover	12	X	X	X		£347.36	£30.68
Gas or Oil Boiler & heating system cover for commercial or larger domestic properties.	13	X	X	X		Price on application	

Heat Haus recommends Haus Care Plans 1 & 2 in red

HC1 now includes HC18, HC4 now includes HC14 & HC19, HC8 now includes HC16, HC9 now includes HC17 & HC20, HC13 now includes HC15.

ANNUAL SERVICING & SAFETY CHECKS

	Price
Gas boilers, gas fires, hot water multiport, warm air only heaters and hot water circulators	£83.99
Fire back boilers, warm air with hot water boiler, gas fire with hot water back boiler	£89.99
Cooker, balanced flue heater, sink water heater, decorative fuel effect only gas fire	£74.99
Oil boilers (pressure jet only)	£109.99

Additional appliances, when serviced and safety checked at the same time as one of the above

Gas boilers, warm air only heaters	£76.00
Gas fires, hot water multiport and hot water circulators, Balanced flue heaters, sink water heaters or decorative effect only gas fire	£63.44
Safety check only on a gas cooker, hob or decorative effect only gas fire	£29.64

BREAKDOWNS / CALL OUTS

Breakdown calls first hour labour, written quotation of total cost if parts or extra time required. Monday - Friday	£89.50
Requested evening between 5pm & 8pm breakdown calls first hour	£101.50
Saturday, Sunday, Bank Holiday and after 8pm weekdays breakdown calls, first hour	£137.00

OTHER

Supply and fit Carbon Monoxide Sensor	£41.99
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Checking of heating systems and cleaning of sludge filters is not included in a boiler service but are included FOC for Haus Care customers only.
Landlord safety certificates must be requested ahead of the service.

Summary Of The Services We Offer

Haus Care Schemes; Excluding Haus Care 2, 7 & 11

- All labour and parts covered by an annual or monthly payment.
- The whole heating system covered.
- A yearly boiler service and safety inspection by our own highly trained engineers.
- 365 days per year response.
- Priority response for breakdowns aiming at the same day for calls received between 8.00am and 4.00pm. See "Priority Response" section.
- 24hr cover for water and fuel leaks.
- No subscription increase if claims are made.
- All customers are treated equally. No low rate for first year subscribers.
- Reduced subscription for boilers covered by manufacturers warranty.
- Additional plumbing cover available.

Haus Care Schemes 2 & 11

- All boiler repairs covered by an annual or monthly payment.
- A yearly boiler service and safety inspection by our own highly trained engineers.
- Priority response for breakdowns aiming at the same day for calls received between 8.00am and 4.00pm. See "Priority Response" section.
- Engineers available for response to your calls Monday to Friday
- Non emergency call outs after 8.00pm, Saturdays, Sunday or Bank Holiday, are available but at additional rates.
- No subscription increase if claims are made.
- All customers are treated equally. No low rate for first year subscribers.
- Additional plumbing cover available.

Gas Fire Maintenance Scheme; Haus Care 7

- The annual gas fire service and all repair

costs of labour and parts covered by one subscription.

- Annual appliance service and safety inspection arranged for you whilst engineers are in the post code area.
- Priority response to breakdowns aiming at the same day for calls received between 8.00am and 4.00pm. Monday to Friday.
- 365 days per year response, provided the gas fire is the MAIN SOURCE of heat and there is no central heating system.
- Reduced subscriptions for clients subscribing to our Haus Care scheme for the central heating.
- Power flue, fan assisted fires are not covered under Haus Care 7.

Annual Service and Safety Check

- Annual appliance service arranged for you whilst engineers are in the post code area.
- Priority response to breakdowns aiming at the same day for calls received between 8.00am and 4.00pm. Monday to Friday.
- Saturday, Sunday and Evening calls available but subject to availability of engineers and increased prices.

Landlords/tenanted property scheme

- As described for all the above options.
- Fixed date; annual service/safety checks arranged.
- No additional charge for Landlords safety certificates

Non Service Scheme Clients

- Callouts available upon request but may be subject to delays whilst priority is given to our service scheme clients.
- Evening, Sunday and Bank holiday calls not normally available but in exceptional circumstances may be arranged subject to availability of engineers and increased charges.

Conditions of Membership

PRIORITY RESPONSE 365 DAYS PER YEAR, UP TO 8.00pm

- We aim to give you “the same day response” subject to the availability of qualified engineers.
- Please note our normal working day is for calls arranged between 8.00am to 4.00pm and we ask your cooperation in arranging calls during these times. If it is necessary for us to order parts we shall normally return within 24 hours to fit them, subject to availability.
- If you have cause to request a visit after 8.00pm **for emergency work only**, for example a water leak that cannot be contained or stopped and will cause further damage if not attended to. The cost of this visit, to make the situation safe, will be covered under the Haus Care scheme, all other requests will be referred to the next day.
- To request an engineer to attend, please phone **01636 676325** during office hours 8.30am to 5.00pm Monday to Friday and 9.00am to 12.00 midday Saturday. For urgent out of the office hours calls you will be diverted to the duty engineer, or you may call direct on **07496 826226**.
- Whilst you are a member of the scheme should your central heating break down, it will be restored to operating condition, free of charge for materials and labour on any repair, subject to the details listed below. A fire back boiler is regarded as a single appliance and is referred to as a boiler when reading these rules.

ITEMS COVERED

- ANNUAL BOILER SERVICE/SAFETY CHECK.
- ALL COMPONENTS WITHIN THE BOILER CENTRAL HEATING
- FEED & EXPANSION TANK AND COMPONENTS.
- SEALED SYSTEM EXPANSION VESSEL AND GAUGES AND COMPONENTS.
- HOT WATER CYLINDER EXCLUDING THERMSTORE, SOLAR AND UNVENTED CYLINDER DESIGNS.
- RADIATORS AND VALVES.
- BOILER INTEGRAL PROGRAMMERS.
- EXTERNAL PROGRAMMER
(REPLACED BY STANDARD BOSS CONTROLLER)
- MOTORISED VALVES.
- PUMP.
- ROOM THERMOSTAT.
- CYLINDER THERMOSTAT.
- BOILER WATER JACKET/HEAT EXCHANGER
Replacement cost limited to £500 inc VAT.
- ALL ACCESSIBLE CONNECTING CENTRAL HEATING WATER PIPES AND VALVES.

GENERAL CONDITIONS

INITIAL INSPECTION

A comprehensive inspection of the complete system will be carried out. This will usually include a boiler service. Any points indicated on the report are to be attended to, prior to commencement of the of the maintenance cover.

If for any reason the system is deemed unsuitable for membership or you find the quotation for rectifying the points mentioned on the report unacceptable a charge of our standard 1st hour rate will be made. The actual value will be advised when the inspection visit is arranged.

SUBSCRIPTIONS

Are charged annually or monthly by Direct Debit.

The first "year" may be for a few months or more than a twelve month period to bring future payments into line with our "Annual Service Area" arrangements for the boiler service. This will be at the inspecting engineer's discretion and the time span of the initial period will be explained during the inspection.

Monthly payments are by Direct Debit and are taken on the 15th day of the month.

Subscription Renewal Rates

The company reserves the right to amend rates on renewal without prior notification and to amend the rules of the contract by giving one months notice.

A high volume of claims may increase your subscription rate in future years.

An invoice for the full year subscription will be issued on the anniversary of the Haus Care Scheme.

The invoice is to be paid in full on or before the annual service date.

Unpaid subscriptions results in immediate forfeit of Haus Care membership.

Cancellation of Cover

When repairs cannot be completed, to return the heating system to a safe operating condition, for example, due to the unavailability of parts/materials created by the manufacturers deeming the items to be obsolete. A system update will be quoted for by the engineer and one twelfth of the subscription for each remaining month of cover will be deducted from the quotation value. Or a refund of one twelfth of the subscription for each remaining month of cover will be issued and your membership cover cancelled. This is the total liability to the company for inability to carry out repairs. A refund will not be given if you cancel the cover.

Moving Homes

If ownership changes the new owner shall have the benefit of cover until the end of the period for which subscriptions have been paid. Or subject to an inspection report any remaining subscription will be transferred to your new property, providing the premises is within our operating area. Please note, if the cover is transferred to another property this may result in the boiler service being carried out twice within a twelve month period, the first service being part of the initial inspection and/or the first subscription year being more than a twelve month period. This will be at the inspecting engineer's discretion. A refund will not be given for any remaining cover if you move homes.

Commercial/Business Premises

The subscription and items covered will be subject to a quotation issued by the inspecting engineer and will be described as Haus Care 13.

Landlord's Certificate

A Landlord's Certificate for the central heating boiler will be issued without extra charge providing we are advised of the requirement in advance of the annual boiler service.

First Year of Cover

In the first year of cover, claims are limited to an accumulative value of. £700 inc VAT. For clarification this value does not include the initial breakdown described in Haus Care 3.

ITEMS NOT COVERED

- **Appliances other than the boiler.** All other appliances may be included in the annual service arrangement at special reduced rates for the service and repairs. Gas fires may be covered by Haus Care 7.
- **Damage** caused by accident, theft, malicious action, subsidence, explosion, structural repair, fire, bad weather for example flood, storm, lightning including voltage/current surges in the electricity supply and frozen condensate pipe. This list is not exhaustive.
- **Decoration or materials** that may need to be removed to gain access for repairs to be carried out or have been damaged by water or heat caused by faults on the system. For example wall paper or carpets.
- **Decorative parts which do not effect the operation of the heating system or the appliance.** For example; Decorative finishes on the gas fire on a back boiler. Finishes/ paintwork on boiler casing or radiators. Decorative radiators, cast iron radiators, towel rails will only be replaced with standard panel radiators or the difference in costs charged.
- **The appliance flue** and/or the associated flue system.
- **Removal of asbestos** or material that contain asbestos, for example flue pipes.
- **Thermal store and Un-vented hot water** storage cylinders and associated controls. Hot water storage cylinders within a boiler case.
- **Solar panels; Heat pumps** and associated pipe work and controls.
- **Any controls** designed specifically for underfloor heating.
- **Hot and cold water system** this includes; the water pipes, water feed tanks other than the one for the central heating system, electric immersion heaters, temperature mixing valves, filters and isolation valves. Water and waste pipes may be covered by our additional PLUMBING MAINTENANCE SCHEME. See Haus Care 4 for full details. For clarification,

we confirm water pipes and controls within a combi boiler casing are covered.

- **Removal of sludge or limescale** from the central heating system. Faults linked to sludge/scale, for example a seized pump, blocked or coated diverting/motorized valves.
- **Any work or repair** carried out by others that causes an issue with the working of the heating system. For example removal of radiators for decorating and/or clearing air locks after such removals.
- **Covered central heating water pipes** under concrete floors or plastered walls that are not laid in constructed ducts with removable covers. Pipes laid under wooden floors that are made inaccessible, for example when built in wardrobes prevent access. Engineers time spent in finding water leaks hidden from view.
- **The fuel supply pipe** and controls prior to the boiler. For oil fired installations the fire protection valve and oil filters are sometimes fitted prior to the boiler, these two items are covered but the interconnecting pipe work, the storage tank and its ancillary controls and gauges are not covered.
- **The disruption of the fuel, electrical or water supply.** For example. Resetting programmers after power cuts. LPG/Oil Fired boiler owners please note. Calls to reset or repair boilers after refilling of LPG/OIL supplies or clearing blockages in the oil supply pipe will be chargeable.
- **The radiant, loose coals or coal bed, glass covers/fascia.** Situated in the fire of a fire back boiler on Haus Care 1 or a gas fire on Haus Care 7 & 9.
- **Consumables for example batteries** in programmers or condensate neutralizers.
- **Design changes or upgrades** or any work/costs involved in system refurbishment or rectifying problems caused by the original design or installation of the central heating system.
- **Mobile Phone app** or **Internet connected control equipment.**

ALTERNATIVE OPTIONS

haus care | 2

- As terms stated in Haus Care 1 and the following
- Cover restricted to all components **within** the boiler. (this does not include the system faults or faults due to the systems operation, fuel supply and flue system).
- Programmers; weather compensating controls; room and cylinder thermostats are not covered, even if they are mounted within the boiler case.
- Engineers visits will be made within our normal operational times of 8.00am to 4.00pm Saturday to Friday.

haus care | 3

- For clients previously not covered by the Haus Care schemes we offer a fixed fee breakdown call with the benefit of having your boiler covered for the year.. Fee includes the initial breakdown call, parts, servicing and annual subscription to Haus Care 3.
- Terms are as stated for Haus Care 1. If after inspection the attending engineer deems the system not acceptable for Haus Care cover, a quotation for the repair will be issued and a fee equivalent to the first 1 hour call out rate will be charged, for fault diagnosis.

haus care | 4

- As terms stated in Haus Care 1 and the following
- All hot and cold water pipes from the internal main water stop tap up to the outlet taps.
- Waste water pipes from the waste outlet up to the soil and vent pipe.
- Ball valves in toilets and the plastic cold water storage tank.
- Repair of pipes damaged by freezing weather.

ITEMS NOT COVERED

- Pipes, fittings, cylinders, storage tanks, galvanised storage tanks containing lead, steel or iron in their construction. This does not apply to the lead in soldered joints.
- Asbestos tanks.
- Underground mains water pipes including the first isolation tap in the property.
- Showers and pumps and associated controls.
- Water using appliances for example, watering systems, taps, sanitary ware, siphon units, water softeners, ponds, fountains, swimming pools.
- Shower cubicles, bath, basin and sinks.
- Water pipes in detached out buildings. Un-lagged pipes in unheated rooms of the property will not be covered for frost damage.
- Blockages caused by foreign objects.
- The soil and vent pipe, fittings connecting the waste pipes to the soil and vent pipe.
- Underground waste pipes or drains.
- Any parts that are designed to boost your mains water pressure.

haus care | 5

- As stated in Haus Care 1 and the following
- Items that become faulty within the appliance will be replaced by a Heat Haus Engineer or from time to time the Manufacturers engineer, if the boiler was installed by Heat Haus.
- Haus Care 5 membership is available for a period of 5 years from the Heat Haus installation date. The customer will be migrated over to Haus Care 1 for the 6th year.

haus care | 6

- As stated in Haus Care 1 and the following
- The water storage unit/cylinder of the appliance is not covered.
- The cover does not include the turbulators and gaskets that are required to be replaced every two years.

haus care | 7

- Cover includes an annual fire service safety check and all components within the fire. Please refer to Haus Care 1 general conditions and items not covered.
- Engineers calls will be made between 8.00am and 4.00pm Monday to Friday.
- Power Flue, fan assisted fires are not covered under Haus Care 7.

haus care | 8

- As terms stated in Haus Care 1 and 7 combined.

haus care | 9

- As terms stated in Haus Care 4 and 7 combined.

haus care | 10

- As terms stated in Haus Care 1 with oil fired boilers. For clarification the oil nozzle and oil filter replaced in the annual service are covered.

haus care | 11

- As terms stated in Haus Care 2 with oil fired boilers. For clarification the oil nozzle and oil filter replaced in the annual service are covered.

haus care | 12

- As terms stated in Haus Care 4 with oil fired boilers. For clarification the oil nozzle and oil filter replaced in the annual service are covered.

haus care | 13

- As terms stated in Haus Care 1 with commercial or large properties, subscription are based on equipment installed and are quoted individually for each property.





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