

ACL Group Ltd Service Plan Terms and Conditions.

Scope of Contract

ACL Group Ltd will provide a service at different levels as described within the 'Plan Summary' below subject to an initial inspection.

When referring to 'We' this refers to ACL Group Ltd

This contract is strictly a service and maintenance contract and is not an insurance policy. ACL Group Ltd is therefore not regulated by the FCA.

This plan is intended for domestic boilers only and will only carry out works at residential properties.

Our Plans

Bronze Plan

Here is what is included in our Bronze Plan:

Annual Boiler Service Included - cost split into manageable monthly payments.

Annual System Water Test.

Cylinder check (where applicable)

Silver Plan

Here is what is included in our Silver Plan:

Annual Boiler Service.

Annual System Water Test

Cylinder check (where applicable).

Priority Call Outs.

Loyalty Discount on all other services provided by ACL - (Plumbing & Heating)

Gold Plan

Here is what is included in our Gold Plan:

Annual Boiler Service Included.

Annual System Water Test.

Cylinder check (where applicable).

Priority Call Outs.

Reduced Rate Call Out.

Optional out of hours boiler services.

Replacement Parts Discount

Loyalty Discount on our other services.

Annual Service

One of our Gas Safe qualified engineers will perform the service and safety check in line with manufacturers instructions.

Included in this service/safety check, we will perform the following as a minimum:

- Check emissions using a fully calibrated flue gas analyser
- Check of the inlet and working gas pressure
- Clean condensate trap
- Clean magnetic filter (if fitted)
- Clean inside of boiler case
- Gas rate if required
- Test of safety devices and all safety checks in line with Gas Safe guidelines
- We will also inspect the radiators, hot water cylinder and other components for leaks or defects.
- A gas tightness test will be performed in certain circumstances to ensure the property is free from gas leaks.

The annual service will be arranged at a time and date convenient to you and in the month of your contract renewal. Unless otherwise arranged with the contract holder beforehand.

The annual service will be carried out Monday to Friday between 9 am and 5 pm unless otherwise agreed by ACL Group Ltd

Annual System Water Test

We will complete a test to check the quality of system water and determine the appropriate treatment to ensure the system works at optimum efficiency, and the boiler is fully protected.

Results of the test may require additional work to be carried out on the boiler that may or may not be included depending on the plan that you are on.

Priority Callouts

We will endeavour to attend all breakdowns within the timeframes below based on your plan:

Silver Plan: Breakdowns reported before 5 pm will be attended on the same day where possible

Gold Plan: Breakdowns reported before 5 pm will be attended on the same day where possible

In the event of a breakdown being reported on Saturdays, Sundays, Bank Holidays or after 5 pm, we endeavour to attend the property within the timeframes below based on your plan:

Silver Plan: Next Working Day

Gold Plan: Next Working Day

In the event of an emergency, it is at ACLs discretion as to the time frame they attend.

The timeframes outlined above are subject to workload and availability

Breakdown Labour Discount

Silver: if Parts are required they will not be covered and will be chargeable in full.

Gold: if Parts are required they will not be covered but will be chargeable at a discounted rate. Callouts are also charged at a reduced rate.

Out of Hours Boiler Service

Gold Customers have access to booking boiler services outside standard trading hours giving access to evenings up until 6 pm and Saturday mornings

The timeframes outlined above are subject to workload and availability

Loyalty Discount on Other Services

We offer other services within ACL Group Ltd that include: -General plumbing and Heating.

As a Service Plan customer you receive the following discounts on the labour of our other services:

Silver Plan: 10% Discount on all labour

Gold Plan: 10% Discount on all labour

Missing / Cancellations of Appointments

Customers that have arranged a breakdown callout or annual service are given a 4 hour slot, if the engineer attends and the customer is not available a rebooking amount of £30 is charged to re-attend.

Customers must give 48 hours notice to change an appointment date/time otherwise a rebooking fee will be charged.

Use of Subcontractors

We reserve the right to use subcontractors to carry out any breakdowns or annual services. All subcontractors will be Gas Safe registered and vetted by us for suitability

Period, Renewal and Payment Contract

This contract is valid for a period of 1 year (12 months) from the date the first direct debit is collected

The contract will be automatically renewed into a monthly rolling contract unless instructed by the customer to cancel. The customer must give notice no later than 14 days before the renewal date

We reserve the right to cancel the renewal of any contract without giving a reason.

In the event of non-payment of the Direct Debit, cover will be suspended until the account is brought up to date and no works will be carried out

The contract is cancelled if the customer misses 3 consecutive payments without contacting after the initial 12 months period. Failure to make payments within the initial 12 month period will result in £15 administration fee on the account along with payment to get the account balance up to date

We reserve the right to cancel any policy at any time if a customer is found to have broken any terms in these conditions.

Certificates

All certificates will be held electronically by ACL Group Ltd

Customers can request copies of any certificate at any time via email without charge.

Customers can request a hard copy of any certificate subject to a printing and postage charge of £5.

Cooling Off Period

Customers are entitled to a full refund within 14 days of signing the contract. Any Callouts within this time will still be charged as normal.