

In your world everything should be clear

HomeCare[®] Range Terms and Conditions



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British Gas 
Looking after your world

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Summary of Changes

If you're an existing customer, this section summarises the changes to the HomeCare® Range product terms and conditions.

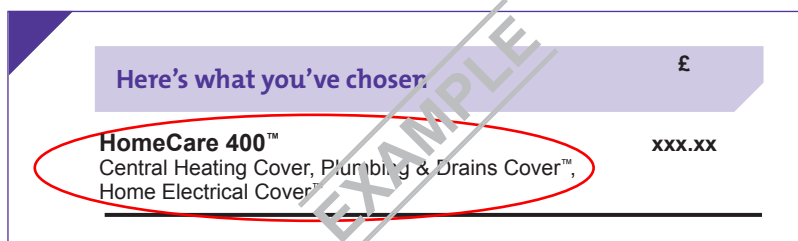
- Wording removed concerning discounts on certain central heating products applying only after two years if no repairs, as we will in future be applying discounts in wider circumstances.
- Section 4.1 The Insurance Products – Amended wording in last sentence.
- Section 4.2 – Amended wording to clarify that in the first year of certain Cover agreements, a claim cannot be made until the expiry of 14 days from the commencement of the Period of Insurance.
- Amended section 4.3 to set out that prices may change during the agreement year for “Cover” products if the Government changes the rate of Insurance Premium Tax.
- Section 4.4 Flexi options for Cover agreements - Additional wording added around pre-authorisation of payments and excesses.
- Section 4.8 Plumbing Exclusions - Expanded detail clarifying the replacement of ceramic discs in taps.
- Sections 4.8 and 6.7 – wording changed so that “commercial” properties includes properties that are used mainly for commercial purposes.
- Section 4.8 Plumbing Cover – Added new wording to clarify the addition of fixed external pipes and the inclusion of repairs to taps and replacing standard tap washers.
- Period within which First Service normally conducted (section 5.5) changed to 42 days to account for introduction of 14 day customer cancellation right.
- Section 5.10 Magnetic filters and scale reducers - Amended wording, allowing maintenance for non British Gas installed filters.
- Section 5.13 Your Cancellation Rights – Change to cancellation wording to clarify what you need to do to initiate the cancellation process.
- Variation to circumstances in which we can cancel agreements due to appliances or systems not being on our approved list or where we are not reasonably able to find parts and when we attend under agreements that do not include a first service (page 20).
- Section 6.4 Flexi – Additional wording added around pre-authorisation of payments and fees.
- Similar Service section 6.5 amended concerning customers transferring to insurance products.
- Plumbing and Drains agreements – Added new wording in sections 4.8 and 6.7 to clarify the exclusion of replacing non-standard parts and to exclude gaining access to drain systems where e.g. manhole covers have been built over.
- General exclusions – re-worded to clarify that pipes buried under concrete floors are covered under HomeCare® as long as the pipes have been installed correctly.

1. Introduction to your Terms and Conditions

Your agreements under the HomeCare® range

Most of our customers hold their products as part of a HomeCare® package (HomeCare 100-400™). A HomeCare® package may be composed of “Care” (maintenance) products and/or “Cover” (insurance) products. You may also hold your “Care” or “Cover” HomeCare® products individually, i.e. not as part of a package of products.

Your statement will confirm the products and any HomeCare® package you hold.



Here's what you've chosen	£
HomeCare 400™ Central Heating Cover, Plumbing & Drains Cover™, Home Electrical Cover™	xxx.xx

See here on your statement for confirmation of the products and services you hold.

You can then look up each of your products on the table overleaf to be directed to where the benefits and other terms and conditions that apply to your products are set out in this booklet.

Each of your products is a separate agreement with a British Gas company, however, they will all appear on the single statement we send to you.

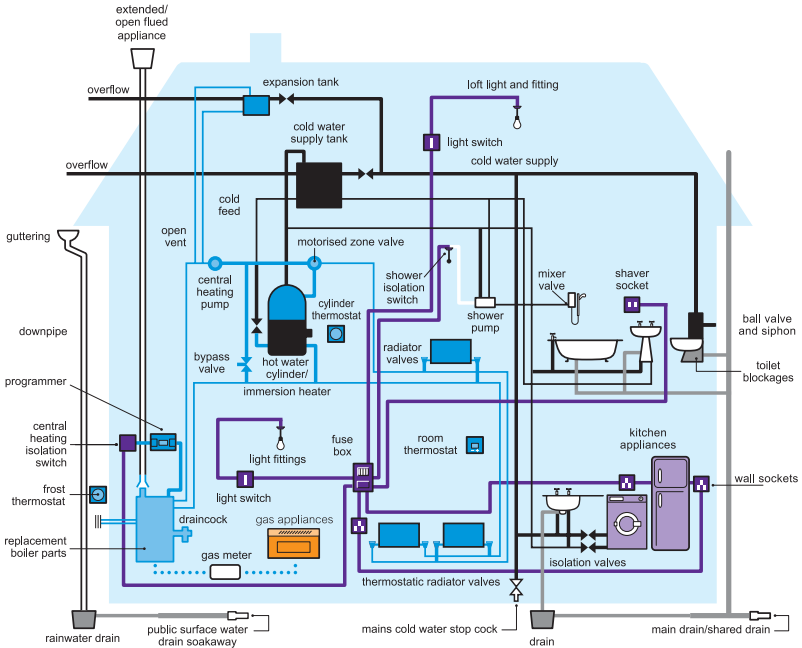
HomeCare® Range	HomeCare® Range packages				
Products (See your statement for details of which ones you hold)	Page No.**	HomeCare 100™ / HomeCare 100 Flexi™	HomeCare 200™ / HomeCare 200 Flexi™ / PropertyCare® for Landlords*	HomeCare 300™ / HomeCare 300 Flexi™	HomeCare 400™ / HomeCare 400 Flexi™ / PropertyCare® Plus for Landlords*
Boiler & Controls Cover/Flexi™ or Boiler & Controls Breakdown Cover/Flexi™ or Boiler & Controls Care/Flexi™	8 8 26	✓		✓	✓
Central Heating Cover/Flexi™ or Central Heating Breakdown Cover/Flexi™ or Central Heating Care/Flexi™	9 9 26		✓		✓
Plumbing Cover Plumbing Care	12 28				
Plumbing & Drains Cover/Flexi™ or Plumbing & Drains Care/Flexi™	13 29			✓	✓
Home Electrical Cover/Flexi™ or Home Electrical Care/Flexi™	14 30				✓
Kitchen Appliance Cover/Flexi™ Kitchen Appliance Care/Flexi™	15 31				
Gas Appliance Check	27				
Gas Appliance Cover/Flexi™ Gas Appliance Care	10 27				
PropertyCare for Landlords PropertyCare Plus for Landlords	27 27				
TimeChoice™	18				
PowerFlush	18				

*Plus a Gas Safety Certificate.

**Please also see the General Conditions & Exclusions section on pages 17-24 which applies to all products.










Terms and Conditions for your British Gas HomeCare® Range agreement

What we can look after



What does it mean?

This colour-coded key is a guide to areas of the home that the British Gas HomeCare® range can care for.

 Central Heating	 Plumbing and Drains	 Kitchen Appliances
 Plumbing	 Home Electrics	 Boiler and Controls
 Gas Appliances	 Shown for reference but not included under these agreements	 Internal Gas Supply† (see note below)

† This applies when you take out HomeCare Flexi 400™ or HomeCare 400™

2. Our Promise to You

We aim to provide a safe, high-quality service to 'repair' or 'maintain and repair' the equipment included in your agreement. If you have any questions or concerns about your agreement, please contact us on **0800 365 100**.

3. Definitions

Wherever the following words and phrases appear in these Terms and Conditions, they will have the following meaning:

- **Annual Service:** as defined on page 17.
- **Care agreements:** means our non insurance agreements set out in section 6 on pages 25-31.
- **Cover agreements:** means our insurance agreements set out in section 4 on pages 7-16.
- **Domestic Purposes:** at least half the rooms at the Home must be used for normal living purposes.
- **Flexi™:** see page 7 for Flexi™ versions of our Cover agreements and page 25 for Flexi™ versions of our Care agreements.
- **First Service:** as defined on page 17.
- **Home:** means your place of residence being your private domestic dwelling and any covered garage connected to your place of residence. Excludes outside areas, such as your gardens, lawn, outbuildings, borders and driveways.
- **Insured person(s) or you/your:** the person named on your statement, together with the members of your household normally residing with you.
- **Our/us/we:** British Gas Services Limited which is the administrator for and on behalf of British Gas Insurance Limited for our cover agreements (insurance products) and the provider of services for all our other products and agreements.
- **Parts and Labour:** as defined on page 20.
- **PowerFlush™:** see page 18.
- **Repairer:** repairs must always be carried out by engineers approved and authorised by us.

4. Cover Agreements

4.1 The insurance products

All Cover agreements (and the Flexi™ versions of them) are insurance policies which are underwritten by British Gas Insurance Limited.

British Gas Insurance Limited is authorised and regulated by the Financial Services Authority. Registered in England and Wales, No. 6608316. Registered office: Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD.

British Gas Insurance Limited administers the policies, manages all claims and holds premium, refunds and any claims monies as agent for and on behalf of British Gas Insurance Limited.

4.2 Periods of insurance for Cover agreements

Boiler and Controls Breakdown Cover™ and Central Heating Breakdown Cover™ (and Flexi™ versions)

The Period of Insurance shown on your statement (which will usually be 12 months) shall commence on the date you first applied and your application was accepted for cover. In the first year of these agreements claims cannot be made until the expiry of 14 days from the commencement of the period of Insurance (the cooling-off period). Breakdowns in this 14 day period are not covered.

Boiler and Controls Cover™, Central Heating Cover™, Plumbing Cover™, Plumbing and Drains Cover™, Home Electrical Cover™, Kitchen Appliance Cover™, Gas Appliance Cover™ (and Flexi™ versions)

The Period of Insurance shown on your statement (which will usually be 12 months) shall commence on the date you first applied and your application was accepted for cover.

4.3 Price changes and Renewals

Your agreement price will not change until renewal unless the Government introduce a change in the rate of Insurance Premium Tax. Under these circumstances we will write to tell you about any change in price and Direct Debit monthly instalment amounts.

At renewal we will write to you to tell you about any changes to the Terms and Conditions or prices. If you pay by Direct Debit, we will automatically renew your agreement(s) annually until you notify us otherwise.

4.4 Flexi™ options for Cover agreements

Your statement will confirm whether you have a Flexi™ option and the amount of the excess. Under Flexi™ options for Cover agreements an excess applies and is payable for every completed repair including related faults (a further excess applies for repair of unrelated faults). With Flexi™ options we will normally ask for pre-authorisation of payment (credit/debit card) at the same time that we book your appointment. All repair work by British Gas is guaranteed for 12 months (see section 5.19). If you request further visits to remedy breakdowns, even within 12 months of a previous visit, we may still require pre-authorisation for the payment of an excess each time. Our engineer will determine whether the fault is related to a previous breakdown visit in the last 12 months and therefore whether the excess is payable.

4.5 Boiler and Controls

Boiler and Controls Cover, Boiler and Controls Cover Flexi™, Boiler and Controls Breakdown Cover™ and Boiler and Controls Breakdown Cover Flexi™ are products designed to meet the demands and needs of householders who want protection in place in the event of various problems with their boiler and controls.

Boiler and Controls Breakdown Cover (and Flexi™ version)

- Repairs in the event of breakdown of a single gas boiler and controls in your Home (shown in light blue on the diagram on page 5). In the first year under this agreement claims cannot be made until the expiry of 14 days from the commencement of the period of Insurance. Breakdowns in this 14 day period are not covered.
- Parts and labour. There is no age limit on your boiler and it does not matter who installed it, as long as all the essential working parts are available.
- Boiler replacement under the circumstances and in accordance with the terms of the 'General Conditions and Exclusions' section.
- The Exclusions below and the General Conditions and Exclusions (see pages 17-24).

Boiler and Controls Cover (and Flexi™ version)

All the benefits and terms of Boiler and Controls Breakdown Cover plus:

- First Service of your boiler. Your boiler must pass its First Service. Please see the First Service section of General Conditions and Exclusions for more details.
- Annual Service of your boiler.
- Accidental damage – repairs to your boiler and/or controls in the event of accidental damage by you which affects its functioning.
- Boiler replacement under the circumstances and in accordance with the terms of the 'General Conditions and Exclusions' section. In addition boiler replacement irrespective of its age (on condition you granted us access to your property each time we sought to undertake your First Service and Annual Service), if there is damage to the boiler (or gas appliance) caused by a fire or explosion of the boiler (or gas appliance) itself, which leaves it irreparable. The replacement boiler (or gas appliance) will be supplied and fitted by British Gas. In addition, if in our view, your Home has become uninhabitable and remains so overnight, as a result of the fire or explosion of the appliance, we will provide up to a total of three nights for alternative accommodation and transport costs to such accommodation subject to a maximum of £150 per night including VAT for the combined cost of the accommodation and any transport costs.
- The Exclusions below and the General Conditions and Exclusions (see pages 17-24).

1. Removing sludge or hard-water scale from the boiler or system (see the PowerFlush™ section under 'General Conditions and Exclusions').

2. Replacing your boiler, except under the circumstances set out in the General Conditions and Exclusions section 5.4 and any circumstances specifically stated in your agreement.

4.6 Central Heating

Central Heating Cover, Central Heating Cover Flexi™, Central Heating Breakdown Cover and Central Heating Breakdown Cover Flexi™ are products designed to meet the demands and needs of householders who want protection in place in the event of various problems with their central heating system.

Central Heating Breakdown Cover (and Flexi™ version)

- Repairs in the event of breakdown of a single gas boiler and controls and wet (using water) or warm-air gas central heating system in your Home (shown in blue on the diagram on page 5). Warm air vents are covered for warm air units only.
- Parts and labour. There is no age limit on your boiler and it does not matter who installed it, as long as all the essential working parts are available.
- Boiler replacement under the circumstances and in accordance with the terms of the 'General Conditions and Exclusions' section.
- If you are a HomeCare 400™ or HomeCare 400 Flexi™ customer included in your agreement is a service for repairing all gas-supply pipework inside your Home, between your meter and any appliances (shown as blue dots on the diagram on page 5).
- The Exclusions below and the General Conditions and Exclusions (see pages 17-24).

Central Heating Cover (and Flexi™ version)

All the benefits and terms of Central Heating Breakdown Cover plus:

- First Service of your boiler and system (except electric boilers and parts of the system that aren't easy to get to). Your boiler and system must pass the First Service. Please see the First Service section of General Conditions and Exclusions for more details.
- Annual Service of your boiler and system (except electric boilers and parts of the system that aren't easy to get to).
- All necessary PowerFlush™ work after your initial PowerFlush™ (which we charge you for).
- Service and repairs for an electric/solar system if British Gas installed it.
- Accidental damage – repairs to your central heating system in the event of accidental damage by you which affects its functioning.
- Boiler replacement under the circumstances and in accordance with the terms of the 'General Conditions and Exclusions' section. In addition boiler replacement irrespective of its age (on condition you granted us access to your property each time we sought to undertake your First Service and Annual Service), if there is damage to the boiler (or gas appliance) caused by a fire or explosion of the boiler (or

Boiler and Controls, Central Heating and Gas Appliance Exclusions

The following are not included in your agreement:

3. Repairing or replacing appliance flues that aren't part of your boiler.
4. Repairing or replacing parts of your central heating system and controls that are specifically designed for piped or electric underfloor heating (other than warm-air systems).

gas appliance) itself, which leaves it irreparable. The replacement boiler (or gas appliance) will be supplied and fitted by British Gas. In addition, if in our view, your Home has become uninhabitable and remains so overnight, as a result of the fire or explosion of the appliance, we will provide up to a total of three nights for alternative

accommodation and transport costs to such accommodation subject to a maximum of £150 per night including VAT for the combined cost of the accommodation and any transport costs.

- The Exclusions below and the General Conditions and Exclusions (see pages 17-24).

4.7 Gas Appliances

Gas Appliance Cover is a product designed to meet the demands and needs of householders who want protection in place in the event of various problems with their gas appliances.

Gas Appliance Cover (and Flexi™ version)

- Service and repairs of gas fires, water heaters, wall heaters and cookers in your Home (shown in orange on the diagram on page 5). The appliances included under your particular agreement will be set out in your statement.
- Parts and labour – as long as all the essential working parts are available and we have approved your appliance.
- Annual Service of your appliance.
- Accidental damage – repairs to your gas appliance(s) in the event of accidental damage by you which affects its functioning.

- Appliance replacement irrespective of its age (on condition you granted us access to your property each time we sought to undertake your Annual Service), if there is damage to the gas appliance caused by a malfunction resulting in a fire or explosion of the gas appliance itself, which leaves it irreparable. The replacement gas appliance of similar make and functionality will be supplied and fitted by British Gas. In addition, if in our view, your Home has become uninhabitable and remains so overnight, as a result of the fire or explosion of the appliance, we will provide up to a total of three nights for alternative accommodation and transport costs to such accommodation subject to a maximum of £150 per night including VAT for the combined cost of the accommodation and any transport costs.
- The Exclusions below and the General Conditions and Exclusions (see pages 17-24).

5. Any costs over £1,000 (inc. VAT) we would incur to get to your system/appliance in order to make a repair, for example, pipes buried in walls or “built-in” appliances. We do not include the cost of getting to your appliance where your system is inaccessible due to a design fault.

6. Items in the General Exclusions section on pages 21-22.



4.8 Plumbing and Drains

Plumbing Cover, Plumbing and Drains Cover™ and Plumbing and Drains Cover Flexi™ are products designed to meet the demands and needs of householders who want protection in place in the event of various problems with their internal plumbing or their internal and external drains.

Plumbing Cover

- Repairs or replacement inside your Home and to fixed external pipes if supplying water from your Home in the event of leaks or mechanical failure of (shown in black on the diagram on page 5):
 - hot and cold water pipes from the mains stopcock inside your Home leading to your taps and garden taps
 - your cold water storage tank
 - leaking overflow pipes
 - standard ball valves and toilet siphon
 - pipes that burst as a result of cold weather
 - central heating water pipes if there is a water leak
 - radiator valves
- hot water cylinders and immersion heaters; and
- washing-machine and dishwasher hot and cold flexible pipes (as long as they are installed to the manufacturer's instructions).
- Repairs to taps and replacing standard (non ceramic) tap washers to repair water leaks and dripping taps (not including replacing taps themselves).
- Parts and labour – as long as all the essential working parts are available.
- Repair of accidental damage to hidden internal pipes but only in the specific circumstances where you damage it, through accidentally puncturing it with a nail, screw or similar fastening which results in a water leak. The cost of gaining access to the affected pipes, and making good damage caused by gaining access, will be limited to £1,000 (including VAT) in each occurrence. Making good damage caused by necessary access means filling or plastering to make level but excludes redecoration.

Plumbing Exclusions

The following are not included in your agreement:

- Replacing ceramic discs in taps unless we can replace from the limited van stock range our engineers carry. If this is not possible we can offer you a replacement tap, at a discount off our standard prices, installed by one of our engineers.
- Replacing taps. However, if you need a replacement tap, we can offer you a replacement at a discount off our standard prices, installed by one of our engineers.
- Repairing or replacing the mains cold water stopcock, water softeners, shower pumps and mixer valves, combined overflow and pop up waste mechanism, mechanical pumps, water filters, radiators, swimming pools, decorative garden features, rainwater pipes and guttering, macerators such as Saniflo, and electrical units for toilets.
- Any costs over £1,000 (inc. VAT) we would incur to get to your system/appliance in order to make a repair, for example, pipes buried in walls or "built-in" appliances. We do not include the cost of getting to your appliance where your system is inaccessible due to a design fault.
- Repairing or replacing any lead or steel pipes.
- Items in the General Exclusions section on pages 21-22.

- Any required replacement parts are sourced from our network of national suppliers. These may differ from the original, for example, using a standard flush handle to replace a gold plated flush handle, unless an alternative is provided by you.
- If you previously held Plumbing Care and we moved you to Plumbing Cover, you are entitled to a Maintenance Inspection™ at your request to check for water leaks on your internal pipework, valves and hot water cylinder once in every two-year continuous period of your agreement.
- The Exclusions below and the General Conditions and Exclusions (see pages 17-24).

Plumbing and Drains Cover™ (and Flexi™ version)

All the benefits and terms of Plumbing Cover plus:

Drains

- Restoring flow by getting to and unblocking or repairing drainage pipes and waste pipes (for example, unblocking sinks, waste and rainwater

drains). This applies to pipes within the boundary of your property but only where you have sole responsibility for the pipes (this does not include public or shared drains even if these are within the boundary of your property). (Shown in grey on the diagram on page 5.)

- Limit for parts and labour on drains: Parts and labour are included up to £1,000 (including VAT) to access your system and make repairs.
- If you previously held Plumbing and Drains Care™ and we moved you to Plumbing and Drains Cover™, you are entitled to a Maintenance Inspection™ at your request to check for water leaks on your internal pipework valves and hot water cylinder once in every two-year continuous period of your agreement. However if you are a HomeCare 300 or 400™ customer that we moved to Plumbing and Drains Cover™ you will receive this Maintenance Inspection annually at the same time as your Annual Service for your Central Heating System.
- The Exclusions below and the General Conditions and Exclusions (see pages 17-24).

Drains Exclusions

The following are not included in your agreement:

- Repairing or unblocking drains shared with another property or properties.
- Repairing or replacing manholes, soakaways, septic tanks, cesspits, treatment plants and their outflow pipes.
- Regularly cleaning your drains and any de-scaling of your drains.
- Repairing or unblocking drains outside the boundary of your property.
- Repairing or unblocking drains which are used for mainly commercial purposes.
- Making access to drain system points of entry (such as manhole covers) where these have been built over.
- Items in the General Exclusions section on pages 21-22.

4.9 Home Electrics

Home Electrical Cover™ and Home Electrical Cover Flexi™ are products designed to meet the demands and needs of householders who want protection in place in the event of various problems with their electrical wiring and fixtures.

Home Electrical Cover™ (and Flexi™ version)

- Repairs of electrical wiring and electrical fixtures inside your Home (shown in dark purple on the diagram on page 5) and within outbuildings as long as the outbuildings do not contain their own power supply and the wiring and fixtures have been installed correctly. This covers the fixed electrical wiring system and fuse boxes, light switches, wall sockets, light fixtures, circuit breakers and transformers.
- Parts and labour are included for fitting standard replacement parts, for example, we will replace all fittings with a standard white plastic fitting unless an alternative is provided by you.
- If you previously held Home Electrical Care™ and we moved you to Home Electrical Cover™, you are entitled to a Maintenance Inspection™ at your request once in every two-year continuous period of your agreement.
- Repair of accidental damage to the electrical wiring inside your Home but only in the specific circumstance where you accidentally damage a hidden electrical cable through puncturing it with a nail, screw or similar fastening and this results in a failure of all or part of your electrical system. Parts and labour to access the damaged cable and make good damage caused by the necessary access is limited to £1,000 in each occurrence. Making good damage caused by necessary access means filling or plastering to make level but excludes redecoration.
- Repair of accidental damage, if caused by you, to your light switches, light sockets or plug sockets. If a replacement is required, we will fit standard replacement parts unless an alternative is provided by you.
- The Exclusions below and the General Conditions and Exclusions (see pages 17-24).

Home Electrical Exclusions

The following are not included in your agreement:

- Repairing controls, pumps, detectors, timers and programmers.
- Repairing or replacing the mains supply up to the fuse box.
- Repairing the parts of the power supply between your Home and the outbuildings on your property that are outside of the buildings.
- Repairing or replacing outside lights.
- Repairing or replacing rubber or lead wiring.
- Repair of accidental damage to the main electrical consumer unit or fuse box.
- Any costs over £1,000 (inc. VAT) we would incur to get to your system/appliance in order to make a repair, for example, pipes buried in walls or “built-in” appliances. We do not include the cost of getting to your appliance where your system is inaccessible due to a design fault.
- Items in the General Exclusions section on pages 21-22.

4.10 Kitchen Appliances

Kitchen Appliance Cover™ and Kitchen Appliance Cover Flexi™ are products designed to meet the demands and needs of householders who want protection in place in the event of various problems with one or more of their kitchen appliances.

Kitchen Appliance Cover™ (and Flexi™ version)

- Maintenance and repairs of gas and electrical appliances inside your Home (shown in lilac on the diagram on page 5). The appliances included under your particular agreement will be set out in your statement. An appliance can only be included if it was bought in the United Kingdom and it is in good working order at the time we process your agreement.
- The appliances that can be covered under Kitchen Appliance Cover™ are:
 - automatic and tub washing machines
 - automatic washer-dryers, spin and tumble dryers and dishwashers
 - fridges, freezers, fridge-freezers; and
 - cookers, ovens, hobs and microwave ovens (but not cooker hoods and extractors).
- Appliance replacement – if your appliance is beyond repair, for example, because spare parts are no longer available or it is not economic to repair:
 - if it is under 3 years old at time of breakdown we will contribute 100% to the retail selling price of an appliance of a similar make and functionality in full settlement of your claim
 - if it is 3 years old or more at time of breakdown we will contribute 30% to the retail selling price of an appliance of a similar make and functionality in full settlement of your claim
 - the age of the appliance will be verified or estimated by the Engineer. Please provide a copy of the purchase receipt with date where possible. This is the only proof that will be accepted to dispute the Engineer's determination of the age.
 - contributions towards the cost of new appliances are in the form of vouchers from one of our preferred suppliers. We are not responsible for the disconnection or disposal of the old appliance or the installation of the new one.
- If you previously held Kitchen Appliance Care™ and we moved you to Kitchen Appliance Cover™, you are entitled to a Maintenance Inspection™ at your request of the kitchen appliances included under your agreement once in every two-year continuous period of your agreement.
- The Exclusions below and the General Conditions and Exclusions (see pages 17-24).

Kitchen Appliance Exclusions

The following are not included in your agreement:

- Any costs over £1,000 (inc. VAT) we would incur to get to your system/appliance in order to make a repair, for example, pipes buried in walls or "built-in" appliances. We do not include the cost of getting to your appliance where your system is inaccessible due to a design fault.
- Items in the General Exclusions section on pages 21-22.

4.11 Complaints

We will always aim to do our best, but unfortunately there may be times when things go wrong. If you have a complaint about any part of our service or your products please telephone us on 0800 111 011 or write to us at: British Gas Services, Customer Relations, PO Box 4395, Dunstable LU6 9LH or email us at BGS.CustomerRelations@centrica.com

We will try to deal with the matter immediately but if we can't then we will keep you regularly informed about the progress of our investigation. If you are unhappy with our final response – or if we have not been able to complete our investigation within 8 weeks of our receiving your complaint – you may be able to refer the matter to the Financial Ombudsman Service at:

South Quay Plaza
183 Marsh Wall
London
E14 9SR.
Telephone: 0845 080 1800

Compensation

British Gas Insurance Limited is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations. General insurance is covered for 90% of the claim, without any upper limit. Further information about the compensation scheme is available from FSCS at www.fscs.org.uk or telephone **0207 892 7300**.

5. General Conditions and Exclusions for all agreements

5.1 Domestic use

British Gas HomeCare® agreements are only available for appliances used inside your Home for domestic purposes. If you own a domestic property which you let out, we can offer you a care or cover agreement plus a Landlords Gas Safety Record or a PropertyCare® for Landlords™ agreement.

5.2 Service coverage

There are a few areas of Great Britain where we do not provide agreements. If this affects you, we will tell you when you apply.

5.3 Our responsibilities

We will meet our responsibilities under your agreement(s) within a reasonable time unless it is impossible because of circumstances outside our control.

5.4 Boilers

If your agreement includes repairs to boilers or repairs to boilers as part of a central heating system:

- **Whether or not British Gas installed your boiler** if we agree that your boiler is less than seven years old: we will provide a suitable new replacement boiler approved by us if it is not possible to repair yours because, for example, spare parts are not available, or we decide that it would cost more to repair the boiler than to replace it.
- **If British Gas installed your boiler** and it is seven years old or more but is less than 10 years old plus you have had a continuous agreement for the life of the boiler: we will provide a replacement suitable new boiler approved by us if it is not possible to repair yours because, for example, spare parts are not available, or we decided that it would cost more to repair the boiler than to replace it.

- **Outside of these specific circumstances** or any circumstances mentioned in your particular agreement there is no entitlement to a replacement boiler, but as a HomeCare® customer with a boiler or a central heating agreement, you are entitled to a special offer on installing a boiler if British Gas install it.

5.5 First Service

If your agreement includes a First Service, we will inspect your boiler and/or controls and/or your gas central heating system or gas appliance (whichever is included under the agreement) to make sure they are safe and in good working order. Your British Gas service engineer will fill in a service/breakdown checklist to show you what he or she has checked. We will normally carry out this service within 42 days of the beginning of your agreement where possible. However, as we give priority to breakdowns, it can be later if there is a lot of demand for our services especially in colder periods. If the service reveals a problem, we may:

- tell you what work is needed and what it will cost you for that work to be done;
- offer you another agreement, which will not include the part(s) of the system causing the problem; or
- cancel the agreement and refund your money.

We will not carry out a First Service if we have already carried out a First or Annual Service at the property (irrespective of change of ownership) within the last 12 months.

5.6 Annual Service

This section applies if your agreement includes an Annual Service. We will let you know when it is time to carry out an Annual Service.

We will normally carry out only one First Service or Annual Service at a property (irrespective of change of ownership), in any 12 month period.

We will then carry out an Annual Service around the same time each year where possible. This will depend on our workload and your preference for an appointment. As long as we are given access to your Home, we will always make sure we check that your system or appliance is safe. You can also call us at any time to arrange or rearrange your Annual Service if it is due.

5.7 Maintenance Inspection™

This section applies if your agreement includes a Maintenance Inspection™.

If you are a HomeCare 300 or 400™ customer entitled to a Maintenance Inspection™ on your plumbing it will be conducted at the same time as any Annual Service of your central heating system and there will be no additional separate Maintenance Inspection™ once in every two years on your plumbing.

For customers entitled to a Maintenance Inspection™ (but not an Annual Service) your Maintenance Inspection™ will be dependent on you contacting us to arrange it and the scheduling will be dependent on our workload.

5.8 Gaining access to your property and arranging appointments

It is your responsibility to allow us access to your property. If we cannot gain access to your property, we will be unable to carry out the necessary work. If this happens, we will tell you so that you may arrange another appointment. If you do not arrange an appointment or we cannot gain access, your agreement will continue even though we have been unable to carry out the service. If, after several attempts, you have not made an appointment or we still cannot gain access, we may cancel your agreement. We will tell you in writing if this is the case.

5.9 PowerFlush™

We use our PowerFlush™ to clean the system to remove sludge and other waste from central heating systems.

If we recommend that your system needs cleaning through with PowerFlush™ we will charge you to undertake this work. Once it is finished, there will be no charge for any future PowerFlush™ work that may be needed, as long as you keep a continuous HomeCare 100, 200, 300 or 400™ agreement at that property. Our engineer will also advise you what other work is needed in order to avoid future problems. We may suggest you correct any design faults that might cause the problem to return, or offer you a different British Gas HomeCare® option.

When a repair is needed due to sludge (for example damage to pump, valves or radiators) and we have not already told you that you need to flush and clean your system with PowerFlush™ or a similar procedure, we will attempt to carry out a repair (excluding the use of PowerFlush™) and will do so at no extra cost.

5.10 Magnetic filters and scale reducers

We will repair any magnetic filters and scale reducers (if we have installed them) on gas appliances and heating systems included under your agreement. We will also clean the filter on your magnetic filter if necessary, as part of any Annual Service, whether or not we have installed it.

5.11 TimeChoice™

- Your statement will confirm whether you have a TimeChoice™ entitlement. This service provides convenient timeslots for your Annual Service (where applicable) and enhanced response times for gas boiler and/or central heating appointments, where you have no heat or no hot water.
- In case of a repair, if you have either no heat or no hot water we will be with you on the same day if you call us before 10am.

- For your Annual Service we will arrive Monday to Friday within two (2) hour appointment windows 8am to 6pm, or on Saturdays we will arrive within the following appointment windows 8am to 1pm, 10am to 2pm or 12 mid-day to 6pm. For those customers who became entitled to the TimeChoice™ service before 6 August 2009 we can also offer appointments in the evening Monday to Friday between 5pm-8pm.
- Your agreement for TimeChoice™ will start twenty-four (24) hours after we have processed your application.
- TimeChoice™ applies only to the gas boiler and/or central heating agreement and does not include appointments made for plumbing, drains, home electrical, or kitchen appliance agreements.
- We will meet our guarantee under your TimeChoice™ agreement unless it is impossible for us to do so because of external forces beyond our reasonable control such as fire, accident, war, adverse weather conditions, industrial strikes and lockouts which we are not directly involved in.

5.12 Landlord's Safety Records

We can carry out the inspections that are needed by Landlords at the same time as the Annual Service. We will only check and issue a Gas Safety Record for the gas appliances that are included on your agreement. We can inspect for safety or service any other gas appliances in the rented property for an extra cost. After the inspections on the gas appliances, we will then send you a Gas Safety Record showing that we have done a safety inspection, which will include details of any faults we have found and any repairs needed. (You will need to pay a small fee for this unless you have one of our PropertyCare for Landlords™ products.) If you or we cancel your agreement after we have provided a Gas Safety Record, we will not refund our fee for providing the Gas Safety Record.

5.13 Cancellation Your Cancellation Rights

You must contact us in order to cancel your agreement. You can do this by either writing to us at HomeCare® Membership Office, Murdoch House, Bothwell Road, Uddingston G71 7UD or telephoning **0800 0727 513**. Cancelling your direct debit with your bank will not cancel your agreement with us.

Your right to cancel your agreement is subject to the following:

- If you cancel by posting a letter or telephoning within fourteen days starting from the day after you receive written confirmation of your agreement with us (Cooling-Off Period) you will receive a full refund of any money paid (unless we have carried out a service or repair, in which case minimum charges will apply. Please read the section below on 'Charges').
- If you cancel the agreement after the Cooling-Off Period, we will give you a refund based on how long is left of any 12-month advance or Direct Debit payments, this is subject to any deduction we may make under 'Charges'.
- **Charges** – If your agreement is cancelled after the cooling-off period, we may charge you an amount to bring any payments you have made, in the last 12 months, up to the amount set out in the table overleaf. This will depend on the date of cancellation. The 'Charge' covers the costs we have had to pay but which we have not yet reclaimed at the point of cancellation. It includes things such as our costs of carrying out services, dealing with repairs, our organisational costs or the costs of dealing with your agreement with us (or all the above).

For all HomeCare® Flexi™ customers If you are in the first year of your agreement.	Charge Up to £125
For all other HomeCare® customers If you are in the first year of your agreement.	Up to £175

Our Cancellation Rights

We may cancel your agreement in the following circumstances:

- If we give you reasonable notice.
- If you have given false information.
- If you do not make an agreed payment.
- For agreements concerning gas boilers, gas appliances or heating systems, if:
 - we find something wrong at the First Service; or
 - we have advised you that permanent repairs or improvements are needed to make sure your appliance or system works properly, and you do not follow our advice within a reasonable period. This advice may include replacing your boiler or system. (What constitutes a reasonable period will vary depending on the nature of the issue and the period could be short in the case of, for example, a safety issue.)
- If your appliance or system is not on our approved list or we are not reasonably able to find parts to keep your system or appliance working safely.
- If circumstances arise (including health and safety issues) which make it inappropriate for the contract to continue.
- If we cancel your agreement, we will:
 - for agreements concerning gas boilers, gas appliances or heating systems give you a full refund if we find anything wrong at a First Service;
 - for agreements concerning gas boilers, gas appliances or heating systems that do not include a First Service, if we cancel because we find your appliance or system is not on our

approved list or parts are no longer available to undertake the repair, give you a refund of the amount paid in the current Period of Insurance only or;

- in all other circumstances in which we cancel your agreement, give you a refund based on how long is left of any 12-month cash, cheque, credit card or debit card payment you have already made, after any applicable minimum payments have been met. Please see Charges section.

If we cancel your agreement because we have told you that permanent repairs or improvements are needed, we may offer you another agreement with us, for example one which will not include the parts causing the problem, or does not include the cost of repairs to your system or boiler.

If, after several attempts, you have not made an appointment or we still cannot gain access, we may cancel your agreement. We will tell you in writing if this is the case.

5.14 Safety advice

We may advise you that permanent repairs or improvements are needed to make sure your appliance or system works safely (for example, to comply with gas safety regulations, such as upgrading your ventilation to meet current standards). If you do not follow our advice, it may mean that we are unable to fulfill all of our obligations under your agreement. In this case, your agreement will continue to run unless you tell us you would like to cancel or if we cancel the agreement (see 'Your Cancellation Rights' and 'Our Cancellation Rights').

5.15 Spare parts

If our engineer does not carry the spare parts your repair work needs on the day, we use a central stock of 30,000 parts. This means we can get hold of most items the following working day. Otherwise, we will do all we reasonably can to find and install parts from our approved suppliers. We may use other approved parts or parts that have been reconditioned by the original manufacturer.

5.16 Labour

One of our engineers will usually carry out the work. In some cases we may authorise a suitably qualified contractor to carry out the work.

5.17 Approved equipment

We only undertake work on appliances, energy-management systems and plastic pipes which are on our approved list.

5.18 Third-party rights

Nobody other than you will be able to benefit from this agreement, which cannot be passed to someone else without our written consent.

5.19 Guarantees

British Gas guarantees all parts and labour for 12 months from date of repair. Any guarantees do not affect your legal rights under the Sale of Goods Act 1979 and Supply of Goods and Services Act 1982. You can get advice about your rights from a Citizens Advice Bureau or Trading Standards Department.

5.20 Appointment times for your Annual Service

British Gas lets you choose the time that suits you, from AM (8am-1pm), PM (12 noon-6pm), or daytime (10am-2pm), Monday to Friday.

Our drains experts, Dyno-Rod, offers all day or PM (12 noon-6pm) appointments.

5.21 Payments

Following your first payment (usually by Direct Debit), payments for your agreement will be due monthly. If you choose to pay by cash, cheque or credit card we may charge you a small administration fee for processing your payment.

All of our charges are inclusive of relevant taxes at the prevailing rate.

5.22 Moving home

If you are moving home, please notify us as soon as possible about any change of address. Once we receive new address details from you for your new Home we will automatically transfer your agreement to this new address unless you inform us otherwise. We will arrange a First Service for your new Home (please refer to First Service and Annual Service sections above).

5.23 Governing law

The terms and conditions for all products and services are written in English and all correspondence entered into shall be in English. Your agreement is governed by the laws of England and Wales.

General exclusions

5.24 Design or existing faults

We will not include the cost of repairs needed because of design faults (unless British Gas are responsible), or faults which existed before you entered into your agreement or which we could not identify on our First Service or inspection of that particular system or appliance using reasonable care and skill. For example, pipes buried under concrete floors that have been installed incorrectly or without wrapping or movement protection.

5.25 Accidental damage/Third-party damage/damage from intentional risk taking

Except where accidental damage caused by you is specifically stated as being included under an agreement, the cost of repairs relating to damage caused by you is excluded from all agreements. **Where work is undertaken on your system by a third party, whether or not following our advice, which results in damage to that or another part of your system, the repair of any such damage will be excluded from your agreement.**

5.26 All other loss and damage

Unless we are responsible for it, we will not include loss or damage to property (including any cleaning needed) or any other type of loss caused by the appliance, boiler or system to which this agreement relates breaking down or being accidentally damaged by you or leaking (for example, damage to furniture caused by water leaks). If access has to be made to your appliance, boiler or system we will fill in any holes and leave the surface level but we will not replace the original surface or construction. Any redecoration or repair of damage that may be needed following our work is your responsibility, unless we have been negligent.

5.27 Risks normally insured under household or other insurances

Except and only to the extent specifically stated as being included under a Cover or Care agreement, we will not include the repairing of faults or damage or replacement of appliances/systems caused by freezing weather conditions, subsidence, structural repairs, accident, fire, lightning, explosion, flood or storm. You should check your household insurance to make sure you have enough cover for these risks.

5.28 Other Exclusions

We will not include the following:

- Replacing appliances, bathroom fixtures, showers and sanitaryware (apart from boilers as described earlier).
- Improvements including work that is needed to bring your appliance/system up to current standards/legislative requirements. Examples of these improvements include replacing parts such as flues or vents that do not meet current standards (these are examples only, not a complete list). You may need to have improvements carried out before we are able to complete other repairs to your appliance/system.
- Upgrades which you may want to have carried out to improve your appliance/system. Examples of upgrades include replacing working radiators with improved models (these are examples only, not a complete list).
- Replacing or repairing parts that do not affect how the appliance/system works or decorative or specialist parts.
- Resetting controls (for example, thermostats and programmers following changes due to winter or summer).
- Repairing faults or clearing physical blockages (blockages such as rubble, sludge and scale, but not air locks) or repairing damage caused by scale, sludge or other debris if we have told you permanent repairs, improvements or a PowerFlush™ (or a similar cleaning procedure) are needed to make sure your appliance/system works properly. We will only tell you this if, in our expert opinion, it is necessary.
- Removing asbestos associated with repairing the 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.
- Cash alternatives for service, maintenance or repair.
- Repairing or replacing any lead, steel or central heating iron pipes (other than for internal-gas-supply pipes for HomeCare 400™ and HomeCare 400 Flexi™ customers where the gas-supply pipe from your meter to the appliance is included).
- The cost of repairing damage or breakdowns caused by changes to, or problems with, the gas, electricity or water services.
- Commencing and/or continuing services where we reasonably consider that there is a Health & 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 & Safety risk has been rectified to our satisfaction.

5.29 Using personal information

We or our agents may use information about you to:

- identify you when you contact us so that we know exactly who we are speaking to;
- offer you accounts, services and products from time to time (we may do this using an automatic scoring system, which also uses information about you from other agencies, including credit-reference agencies);
- help run, and contact you about improving the way we run, any accounts, services and products we have provided before, provide now or may provide in the future (we may also contact you by email or text message if you have given us these contact details);
- create statistics, test computer systems, analyse customer information and create marketing opportunities (including using information about what you buy from us and how you pay for it, for example the amount of gas or electricity you use and any discounts we have offered you);
- help to prevent and detect fraud or loss; and
- contact you in any way (including by post, email, phone, text or multimedia messages or visiting you) about products and services we and our partners offer.

We may allow other people and organisations to use information we hold about you:

- to provide services you have asked for;
- as part of selling one or more of our businesses;
- to help to prevent and detect debt, fraud, or loss (for example by giving this information to a credit-reference agency). If you do not pay your debt,

we may transfer your debt to another organisation and give them details about you and that debt;

- if we have been asked (for example by **Ofgem** or a lawyer) to provide information for legal or regulatory purposes;
- as part of current or future legal action;
- as part of government data-sharing initiatives; or
- if you hold an insurance policy with us, to pass information to an insurer to manage your insurance policy (including underwriting and claims, to help develop new services and to assess financial and insurance risk).

From time to time these other people and organisations may be outside the European Economic Area (EEA) in countries that do not have the same standards of protection for personal information as the UK.

We may also let companies in our group (including British Gas, Scottish Gas and Dyno Group) use your information to do any of the things mentioned above.

We may use your information to help train our staff. We may also monitor and record any communications we have with you (including phone conversations and emails) to make sure that we are providing a good service and to make sure we are meeting our legal and regulatory duties.

We may pass your address, property and postcode, and details of your gas appliances, flue, hot-water cylinder, system controls and electrical installations (including details of any repairs or removals) to organisations that supervise these activities including Capita Gas Registration and Ancillary Services Limited (previously CORGI) and the ECA (Electrical Contractors Association). These organisations may pass this information to local authorities to meet building regulations. They may also use this information to contact you to inspect appliances or systems, recall faulty products and carry out audits, and for health and safety purposes.

Where appropriate, we will give you or the property owner (or both) a certificate to show that your appliances and other relevant items/equipment meet building regulations.

We will check your details with one or more credit-reference and fraud prevention agencies to help us make decisions about your ability to make payments and the goods and services we can offer you. Below, we have given a brief guide to how we, the credit-reference and fraud-prevention agencies will use your information. If you would like more information about this, you can find the full version at britishgas.co.uk. Or, phone us on 0800 048 0202 and we will send you a leaflet.

We will search at credit-reference and fraud-prevention agencies for information about you and all the people you are applying with. If you are providing information about other people on a joint application, you must make sure they agree that we can use their information to do this. If you give us false or inaccurate information and fraud is identified, we will pass your details to credit-reference and fraud-prevention agencies. Law-enforcement agencies (such as the Police and HM Revenue & Customs) may receive and use this information.

- We and other organisations may also access and use information about you that credit-reference and fraud-prevention agencies give us to, for example:
 - check details on applications you make for credit and credit-related services;
 - check your identity;
 - prevent and detect fraud and money laundering;
 - manage credit and credit-related accounts or services;
 - recover debt;
 - check details on proposals and claims for all types of insurance; and
 - check details of employees and people applying for jobs with us.

- When credit-reference agencies receive a search from us, they will record this on your credit file whether your application is successful or not.
- We and other organisations may access and use, from other countries, information recorded by fraud-prevention agencies.
- If you want to see what information credit-reference and fraud-prevention agencies hold about you, you can contact the following agencies currently working in the UK. The information they hold may not be the same, so it is worth contacting them all. They will charge you a small fee.

CallCredit
Consumer Services Team
PO Box 491
Leeds
LS3 1WZ

Phone: 0870 060 1414
Website: www.callcredit.co.uk

Equifax plc
Credit File Advice Centre
PO Box 1140
Bradford
BD1 5US

Phone: 0870 010 0583
Website: www.myequifax.co.uk

Experian
Consumer Help Service
PO Box 8000
Nottingham
NG80 7WF

Phone: 0870 241 6212
Website: www.experian.co.uk

If you give us information on behalf of someone else, you confirm you have given them the information set out in this document, and that they have given permission for us to use their personal information in the way we have described in this section. If you give us sensitive information about yourself or other people (such as health details or details of any criminal convictions of members of your household), you agree (and confirm that the person the information is about has agreed) that we can use this information in the way set out in this document.

6. Care Agreements

6.1 The Care products

All Care products and the Flexi™ versions of them are agreements for services provided by British Gas Services Limited.

6.2 Period of agreement

Your agreement begins when we process your application. Your agreement runs until you tell us that you would like to cancel, or if we cancel the agreement. You may cancel the agreement at any time. Please read the Cancellation (including Charges) section in the General Conditions and Exclusions section.

6.3 Variation of agreement

We will write to you to tell you about any changes to the Terms and Conditions or prices.

6.4 Flexi™

Your statement will confirm whether you have a Flexi™ option and the amount of the fee. Under Flexi™ options for Care agreements there is a fixed fee payable for every completed repair, including related faults (a further fee will be charged for repair of unrelated faults). With Flexi™ options we will normally ask for pre-authorisation of payment (credit/debit card) at the same time that we book your job. All repair work by British Gas is guaranteed for 12 months (see section 5.19). If you request further visits to remedy breakdowns, even within 12 months of a previous visit, we may still require pre-authorisation for the payment of a fee each time. Our engineer will determine whether the fault is related to a previous breakdown visit in the last 12 months and therefore whether the fee is payable.

6.5 Similar Services

If we or other Centrica Group companies introduce insurance agreements that provide similar services to those that are currently being provided to you under your Care agreement(s), if you pay by direct debit you hereby request and confirm that at the next anniversary of your agreement(s) we may arrange those insurance agreements for you and then renew them annually until you notify us otherwise. You can call us anytime on 0800 0727 513 if you would prefer to revert to your Care agreement(s).

6.6 Boiler and Controls, Central Heating

Boiler and Controls Care™ (and Flexi™ version)

- Service and repairs in the event of breakdown of a single gas boiler and controls in your Home (shown in light blue on the diagram on page 5).
- Parts and labour. There is no age limit on your boiler and it does not matter who installed it, as long as all the essential working parts are available and it has passed its First Service.
- Boiler replacement under the circumstances and in accordance with the terms of the 'General Conditions and Exclusions' section.
- First Service of your boiler. Your boiler must pass its First Service. Please see First Service section of General Conditions and Exclusions for more details.
- Annual Service of your boiler
- The Exclusions below and the General Conditions and Exclusions (see pages 17-24).

Central Heating Care™ (and Flexi™ version)

- Service and repairs in the event of breakdown of a single gas boiler and controls and wet (using water) or warm-air gas central heating system in your Home (shown in blue on the diagram on page 5) or an electric/solar system if British Gas installed it. Warm air vents are covered for warm air units only.
- Parts and labour. There is no age limit on your boiler and it does not matter who installed it, as long as all the essential working parts are available and it has passed its First Service.
- First Service of your boiler and system (except electric boilers and parts of the system that aren't easy to get to). Your boiler and system must pass the First Service. Please see the First Service section of General Conditions and Exclusions for more details.
- Annual Service of your boiler and central heating system (except electric boilers and parts of the system that aren't easy to get to).
- All necessary PowerFlush™ work after your initial PowerFlush™ (which we charge you for).
- Boiler replacement under the circumstances and in accordance with the terms of the 'General Conditions and Exclusions' section.
- If you are a HomeCare 400™ or HomeCare Flexi 400™ customer included in your agreement is a service for repairing all gas-supply pipework inside your Home, between your meter and any appliances (shown as blue dots on the diagram).
- The Exclusions below and the General Conditions and Exclusions (see pages 17-24).

Boiler and Controls, Central Heating

The following are not included in your agreement:

1. Removing sludge or hard-water scale from the boiler or system (see the PowerFlush™ section under 'General Conditions and Exclusions').
2. Replacing your boiler except under the circumstances set out in the General Conditions and Exclusions section 5.4.
3. Repairing or replacing appliance flues that aren't part of your boiler.
4. Repairing or replacing parts of your central heating system and controls that are specifically designed for piped or electric underfloor heating (other than warm-air systems).

Property Care for Landlords, Gas Appliance(s)

PropertyCare for Landlords™

- This service is available to landlords who let out properties for domestic purposes.
- The benefits and other terms are the same as for a HomeCare 200™ customer holding Central Heating Care.
- Plus it includes a Gas Safety Record.
- **Legal requirements:** By law, landlords must have gas appliances in properties they let, checked for safety every 12 months. They should also hold a Gas Safety Record as proof.

PropertyCare® Plus for Landlords™

- The benefits and other terms are the same as for a HomeCare 400™ customer holding Central Heating Care, Plumbing and Drains Care™ and Home Electrical Care™.
- Plus it includes a Gas Safety Record.
- **Legal requirements:** By law, landlords must have gas appliances in properties they let, checked for safety every 12 months. They should also hold a Gas Safety Record as proof.

Gas Appliance Care

- Service and repairs of gas fires, water heaters, wall heaters and cookers in your Home (shown in orange on the diagram on page 5). The appliances included under your particular agreement will be set out in your statement.
- Parts and labour – as long as all the essential working parts are available and we have approved your appliance.
- Annual Service of your appliance.
- The Exclusions below and the General Conditions and Exclusions (see pages 17-24).

Gas Appliance Check

- Maintenance for gas boilers, fires, water heaters, wall heaters and cookers in your Home (shown in orange on the diagram on page 5). The appliances included under your particular agreement will be set out in your statement.
- Annual Service of your appliance.
- This agreement does not include any repairs. You can choose to have extra work done, but **you will have to pay for the parts (if available) and labour.**

and Gas Appliance Exclusions

5. Any costs over £1,000 (inc. VAT) we would incur to get to your system/appliance in order to make a repair, for example, pipes buried in walls or “built-in” appliances. We do not include the cost of getting to your appliance where your system is inaccessible due to a design fault.
6. Items in the General Exclusions section on pages 21-22.

6.7 Plumbing

Plumbing Care™

- Repairs or replacement inside your home and to fixed external pipes if supplying water from your home in the event of leaks or mechanical failure of (shown in black on the diagram on page 5):
 - hot and cold water pipes from the mains stopcock inside your Home leading to your taps and garden taps (but not including the mains stopcock and taps themselves)
 - your cold water storage tank
 - leaking overflow pipes
 - standard ball valves and toilet siphon
 - pipes that burst as a result of cold weather
 - central heating water pipes if there is a water leak
 - radiator valves
 - hot water cylinders and immersion heaters and
 - washing-machine and dishwasher hot and cold flexible pipes (as long as they are installed to the manufacturer's instructions).
- Parts and labour – as long as all the essential working parts are available. Any required replacement parts are sourced from our network of national suppliers. These may differ from the original, for example, using a standard flush handle to replace a gold plated flush handle, unless an alternative is provided by you.
- If you have a HomeCare 300 or 400™ agreement, your Plumbing Care™ agreement includes a Maintenance Inspection™ every year (at the same time as your Annual Service for your central heating system).
- If you do not have a HomeCare 300 or 400™ agreement we will provide you with a Maintenance Inspection™ at your request to check for water leaks on your internal pipework, valves and hot water cylinder once in every two-year continuous period of your agreement.
- The Exclusions below and the General Conditions and Exclusions (see pages 17-24).

Plumbing Exclusions

The following are not included in your agreement:

- Repairing or replacing taps.
- Repairing or replacing washers in taps.
- Repairing or replacing the mains cold water stopcock, water softeners, shower pumps and mixer valves, combined overflow and pop up waste mechanism, mechanical pumps, water filters, radiators, swimming pools, decorative garden features, rainwater pipes and guttering, macerators such as Saniflo, and electrical units for toilets.
- Any costs over £1,000 (inc. VAT) we would incur to get to your system/appliance in order to make a repair, for example, pipes buried in walls or "built-in" appliances. We do not include the cost of getting to your appliance where your system is inaccessible due to a design fault.
- Items in the General Exclusions section on pages 21-22.

Plumbing and Drains Care™ (and Flexi™ version)

All the benefits and terms of Plumbing Care™ plus;

Drains

- Restoring flow by getting to and unblocking or repairing drainage pipes and waste pipes (for example, unblocking sinks, waste and rainwater drains). This applies to pipes within the boundary of your property but only where you have sole responsibility for the pipes (this does not include public or shared drains even if these are within the boundary of your property). (Shown in grey on the diagram on page 5.)
- Limit for parts and labour on drains: Parts and labour are included up to £1,000 (including VAT) to access your system and make repairs.
- The Exclusions below and the General Conditions and Exclusions (see pages 17-24).

Drains Exclusions

The following are not included in your agreement:

- Repairing or replacing manholes, soakaways, septic tanks, cesspits, treatment plants and their outflow pipes.
- Regularly cleaning your drains and any de-scaling of your drains.
- Repairing or unblocking drains shared with another property or properties.
- Repairing or unblocking drains outside the boundary of your property.
- Repairing or unblocking drains which are used for mainly commercial purposes.
- Repairing or replacing any lead or steel pipes.
- Making access to drain system points of entry (such as manhole covers) where these have been built over.
- Items in the General Exclusions section on pages 21-22.

6.8 Home Electrics

Home Electrical Care™ (and Flexi™ version)

- Repairs of electrical wiring and electrical fixtures inside your Home (shown in dark purple on the diagram on page 5) and within outbuildings as long as the outbuildings do not contain their own power supply and the wiring and fixtures have been installed correctly. This covers the fixed electrical wiring system and fuse boxes, light switches, wall sockets, light fixtures, circuit breakers and transformers.
- Parts and labour – are included for fitting standard replacement parts, for example, we will replace all fittings with a standard white plastic fitting unless an alternative is provided by you.
- Maintenance Inspection™ at your request once in every two-year continuous period of your agreement.
- The Exclusions below and the General Conditions and Exclusions (see pages 17-24).

Home Electrical Exclusions

The following are not included in your agreement:

- Repairing controls, pumps, detectors, timers and programmers.
- Repairing or replacing the mains supply up to the fuse box.
- Repairing the parts of the power supply between your Home and the outbuildings on your property that are outside of the buildings.
- Repairing or replacing outside lights.
- Repairing or replacing rubber or lead wiring.
- Any costs over £1,000 (inc. VAT) we would incur to get to your system/ appliance in order to make a repair, for example, pipes buried in walls or “built-in” appliances. We do not include cost of getting to your appliance where your system is inaccessible due to a design fault.
- Items in the General Exclusions section on pages 21-22.

6.9 Kitchen Appliances

Kitchen Appliance Care™ (and Flexi™ version)

- Maintenance and repairs of gas and electrical appliances inside your Home (shown in lilac on the diagram on page 5). The appliances included under your particular agreement will be set out in your statement. An appliance can only be included if it was bought in the United Kingdom and it is in good working order at the time we process your agreement.
- The appliances that can be included under Kitchen Appliance Care® are:
 - automatic and tub washing machines
 - automatic washer-dryers, spin and tumble dryers and dishwashers
 - fridges, freezers, fridge-freezers; and
 - cookers, ovens, hobs and microwave ovens (but not cooker hoods and extractors).
- If we cannot repair your appliance, for example, because spare parts are no longer available to carry out the repair:
 - If your agreement relates to one appliance, we will refund the amount you have paid to us under this agreement for the appliance we are not able to repair (up to 12 months' payments);
 - if your agreement relates to more than one appliance, we will refund the amount you have paid to us under this agreement for the appliance(s) we are not able to repair (up to 12 months' payments);
 - if you have paid us in advance for 12 months but the affected appliance has been part of the contract for less than 12 months, we will refund your 12 months' payments relating to that particular appliance as set out above.
 - **For details of the refund value for each type of appliance, please call 0800 365 100**
- Maintenance Inspection™ at your request of the kitchen appliances included under your agreement once in every two-year continuous period of your agreement.
- The Exclusions below and General Conditions and Exclusions (see pages 17-24).

Kitchen Appliance Exclusions

The following are not included in your agreement:

- Any costs over £1,000 (inc. VAT) we would incur to get to your system/ appliance in order to make a repair, for example, pipes buried in walls or "built-in" appliances. We do not include the cost of getting to your appliance where your system is inaccessible due to a design fault.
- Items in the General Exclusions section on pages 21-22.

6.9 Complaints

We will always aim to do our best but unfortunately there may be times when things go wrong. If you have a complaint about any part of our service or your products please telephone us on 0800 111 011 or write to us at: British Gas Services, Customer Relations, PO Box 4395, Dunstable LU6 9LH or email us at BGS. CustomerRelations@centrica.com

We will try to deal with the matter immediately but if we can't then we will keep you regularly informed about the progress of our investigation.



Need an engineer? Call us on 0800 294 9650



If you would like this booklet in an alternative format such as large print, Braille or audio cassette, please call **0800 365 100**.



If you are hard of hearing or speech impaired and use a text phone, please call **18001 0845 070 0178**.

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