



# HomeCare Range Terms and Conditions

Please keep this booklet in a safe place for future use

## About this booklet

This booklet explains exactly what the **products** in your HomeCare **agreement** do and don't cover, what to do if you want to make a claim, change or cancel your **agreement** or a **product**, and how to make a complaint.

It is important you read these terms and conditions carefully, together with your **statement** confirming the **products** you hold, as these form the basis of your **agreement** with us. If anything is not correct on your **statement**, or if you have any questions, please call us on **0333 200 8899**.

At British Gas, we care about privacy and we protect your personal data. We want to be transparent about how we use your personal data, so before you read our Terms and Conditions, we want to point out that British Gas Services Limited is the data controller of your personal data. Although our Privacy Notice does not form part of the contract between you and British Gas Services Limited, we recommend that you read our Privacy Notice, to understand how we collect and use your personal data and your data protection rights. Please see our Privacy Notice at [britishgas.co.uk/privacy](https://www.britishgas.co.uk/privacy)

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# Understanding these Terms and Conditions

## 'We' and 'you'

By 'we', 'us', or 'our', we mean British Gas Services Limited – as the provider of the services of your non-insurance **products** and the administrator for British Gas Insurance Limited who underwrite your insurance **products**. British Gas Services Limited also holds premium and claims monies as agent of British Gas Insurance Limited.

British Gas Services Limited is authorised and regulated by the Financial Conduct Authority.

By 'you' or 'your', we mean the person(s) named on your **statement**, plus the people who normally live in your **home**, including any tenants. Only the person(s) named on the **statement**, or their spouse, legal partner or **authorised contact** can amend or cancel the **agreement**.

## Words in bold

Some of the words and phrases we've used have a particular meaning. We've highlighted these words in bold and explained what they mean below:

## Definitions

### access and making good

- getting to your boiler, appliance or system, to fix or service it and then repairing any damage we may cause in getting access to your boiler, appliance or system by replacing items such as cabinets or cupboards that we've removed and by filling in holes we have made and leaving a level surface – but we won't replace or restore the original surface or coverings, for example, tiles, floor coverings, decoration, grass or plants.

### accidental damage

- when you do something that stops your boiler, appliance or system from working properly – without meaning to.

### agreement

- all of the **products** you have with us. If you have Energy Extra with us this will be in a separate agreement.

### annual service

- a check within each period of agreement to ensure your gas boiler, appliance or **central heating** is safe and working properly. See page 27 and 28 for more details.

### approved list

- boilers, appliances or parts that we can **repair** or **replace**.

### authorised contact

- a **managing agent**, **landlord** or any named person who you've authorised and who we've agreed can act on your behalf to make arrangements under your **agreement** in relation to a **property**.

### boiler and controls

- a single natural gas or Liquid Petroleum Gas boiler or **warm-air** unit on your **property** that's designed for home use and has a heat output capacity of up to 70kW – as well as the flue and the controls that make it work, including the programmer, any thermostats, motorised zone valves and central heating pump.

### boiler data

- information we receive from your **boiler IQ hardware**.

### boiler IQ hardware

- the diagnostic module attached to your boiler and the hub connected to your broadband router.

### British Gas Powerflush

- a process where we remove **sludge** from your **central heating** system.

### central heating

- the heat and hot water system on your

**property** – including your expansion tank, radiators, bypass and radiator valves, system filters, **warm-air** vents, **cylinders**, any immersion heater and its wired in timer switch, and the pipes that connect them.

### cylinders

- tanks that store hot water.

### drains

- the system of waste water pipes on your **property**.

### excess/fixed fee

- the amount you've chosen to pay towards each completed **repair** or **replacement**.

### first service

- where we may visit you after you first take out a **product** covering your boiler to check and confirm whether we can cover you. See page 27 for more details.

### gas supply pipe

- the pipe that connects your gas meter to your gas boiler and other gas appliances you have on your **property**.

### home

- the building, including any attached garage or conservatory where you live or a home you own, including holiday homes or rental properties.

### landlord

- someone who owns a **property** which they don't occupy and which may be occupied by a tenant.

### light fitting(s)

- the electrical cable and fixings up to and including standard light bulb holders, individual downlight fittings embedded into ceilings and fluorescent tube assembly and starter units.

### managing agent

- someone who provides managed services to a **landlord** in relation to one or more **properties**.

### managing agent insurable interest

- in relation to any insurance **product**, where a **managing agent** has a contractual obligation to maintain elements of a **property** on behalf of a **landlord**.

### monitor/monitoring

- keeping an eye on your **boiler data** so we can identify when your boiler is failing to produce heat or hot water.

### period of agreement

- the day your **agreement** starts until your **agreement** runs out, as detailed on your **statement**.

### products

- cover or service for certain appliance(s) or system(s).

### property/properties

- a **home** and all the land up to your boundary – including any detached outbuildings.

### repair(s)/repairing/repaired

- to fix your boiler, appliance or system following an individual fault or breakdown but not **repairs** that are purely cosmetic or related to software which doesn't stop the main function of your boiler, appliance or system from working or make it unsafe.

### replacement/replace/replacing

- in the case of Kitchen Appliance Cover we'll provide a contribution towards a replacement appliance with similar functionality from our approved supplier.

- where we replace your boiler, appliances (not those covered under Kitchen Appliance Cover) or parts with a British Gas approved standard alternative. We'll provide replacements with similar functionality but not necessarily an identical make and model or type of fitting. In the case of internet enabled boilers, appliances or parts, replacements will only be from the British Gas or Hive range. If we're unable to provide a boiler, appliance or part with similar functionality we'll install a new and unused like for like alternative that you provide, but we'll only accept responsibility for our workmanship.

### sanitary ware

- your toilet bowl and cistern, bidet, sink, pedestal, bath and shower tray.

### sludge

- the natural build-up of deposits in your boiler or **central heating** system as it corrodes over time.

### statement

- the document that shows the **products** you have with us, the **period of agreement**, how much you're paying and any **excess** or **fixed fee**.

### upgrades

- improvements that make your boiler, appliance or system safer, or more efficient.

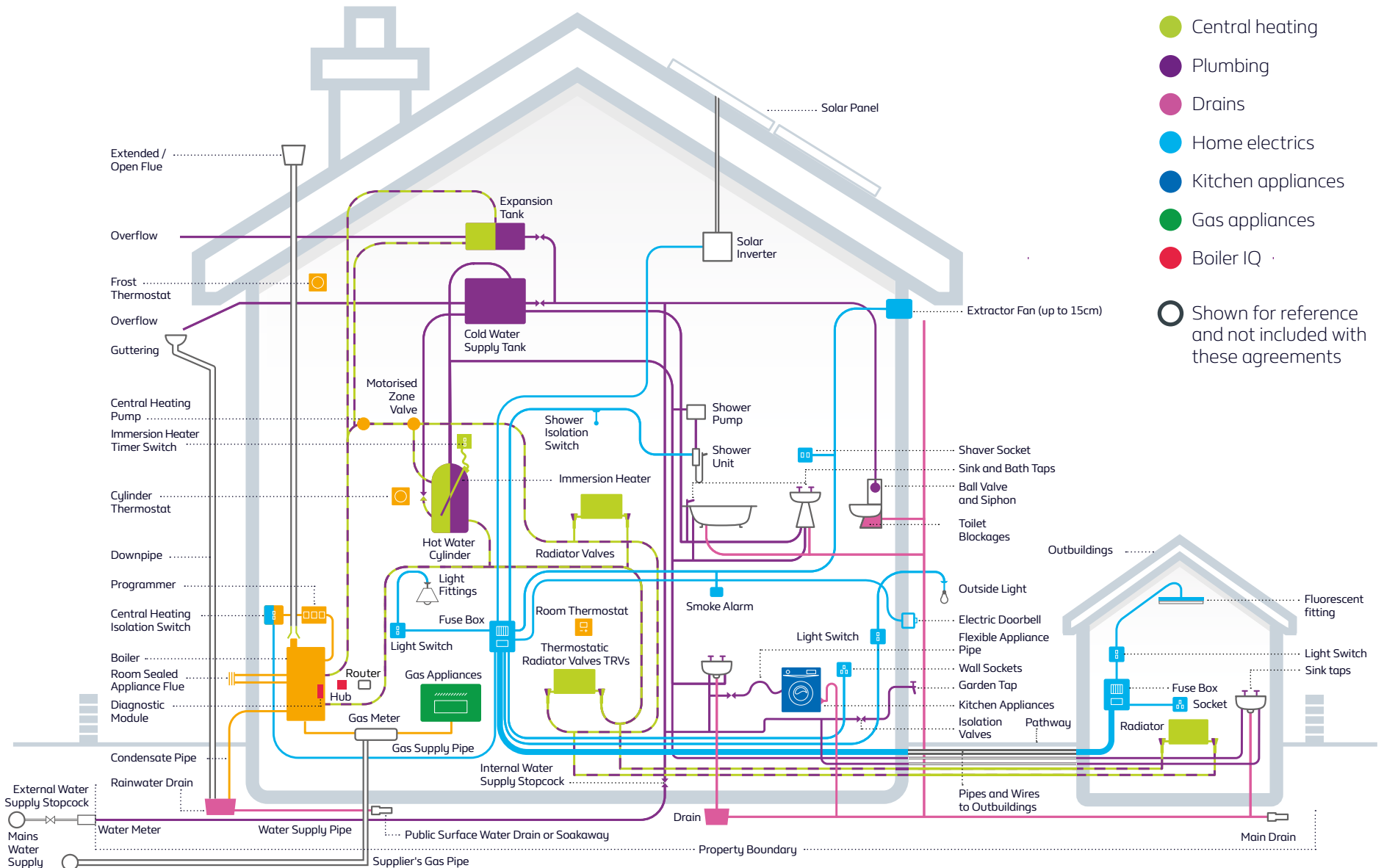
### warm-air

- where your **home** is heated by warm air flowing through vents, not hot water flowing through radiators.

# What we can look after

- Boiler and controls
- Central heating
- Plumbing
- Drains
- Home electrics
- Kitchen appliances
- Gas appliances
- Boiler IQ

○ Shown for reference and not included with these agreements



# Our insurance products

All our insurance **products** are underwritten by British Gas Insurance Limited.

British Gas Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

The table below shows the features that are included in each **product**. You should also refer to the general conditions on page 26 and general exclusions on page 30.

All insurance **products** include:

- Parts and labour
- Unlimited number of **repairs**
- Up to £1,000, including VAT, for getting **access and making good** for each **repair**

Page	Product As shown on your statement	Product features								These products are designed to meet the demands and needs of customers who want to protect their:
		Annual Service	Boiler and Controls	Central Heating	Plumbing	Drains	Home Electrics	Gas Appliance	Kitchen Appliance	
10	HomeCare One	✓	✓	✗	✗	✗	✗	✗	✗	Boiler and controls on a service and repair basis
10-11	HomeCare Two /Energy Extra 200	✓	✓	✓	✗	✗	✗	✗	✗	Boiler, controls and central heating on a service and repair basis
10-13	HomeCare Three	✓	✓	✓	✓	✓	✗	✗	✗	Boiler, controls and central heating on a service and repair basis and their plumbing and drains on a repair only basis
10-13	HomeCare Four/Energy Extra 400	✓	✓	✓	✓	✓	✓	✗	✗	Boiler, controls and central heating on a service and repair basis and their plumbing, drains and home electrics on a repair only basis
12,13,16-17	Energy Extra 50	✗	✓	✓	✓	✓	✓	✗	✗	Boiler, controls, central heating, plumbing, drains and home electrics on a repair only basis
10	Boiler and Controls Cover	✓	✓	✗	✗	✗	✗	✗	✗	Boiler and controls on a service and repair basis
10-11	Central Heating Cover	✓	✓	✓	✗	✗	✗	✗	✗	Boiler, controls and central heating on a service and repair basis
12	Plumbing Cover	✗	✗	✗	✓	✗	✗	✗	✗	Plumbing on a repair only basis
12-13	Plumbing and Drains Cover	✗	✗	✗	✓	✓	✗	✗	✗	Plumbing and drains on a repair only basis
13	Home Electrical Cover	✗	✗	✗	✗	✗	✓	✗	✗	Home electrics on a repair only basis
14	Gas Appliance Cover	✓	✗	✗	✗	✗	✗	✓	✗	Gas appliances on a service and repair basis
15	Kitchen Appliance Cover	✗	✗	✗	✗	✗	✗	✗	✓	Kitchen appliances on a repair only basis
16	Boiler and Controls Breakdown Cover	✗	✓	✗	✗	✗	✗	✗	✗	Boiler and controls on a repair only basis
16-17	Central Heating Breakdown Cover	✗	✓	✓	✗	✗	✗	✗	✗	Boiler, controls and central heating on a repair only basis

## Boiler and Controls

### What's covered

- ✓ All **repairs** to:
  - A single natural gas or Liquid Petroleum Gas boiler or **warm-air** unit on your **property**, that's designed for home use and has a heat output capacity of up to 70kW
  - The flue including the flue terminal, up to one metre in length
  - The controls that make the boiler work including the programmer, any thermostats, motorised zone valves and central heating pump; and
  - The **gas supply pipe**

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- ✓ A **replacement** for your boiler if we can't **repair** it and:
  - It's less than seven years old
  - Or, it's between seven and ten years old, we installed it and it's been continuously covered by British Gas under either a warranty or HomeCare agreement
  - Or, it caught fire or exploded, providing you gave us access to carry out your **annual service** within every period of agreement since we first covered you

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- ✓ A **replacement** of the **gas supply pipe** and the controls that make your boiler work if we can't **repair** them

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- ✓ A **replacement** of the flue including the flue terminal up to one metre in length if we can't **repair** it

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- ✓ A **first service** or **annual service** (see pages 27 and 28)

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- ✓ **Accidental damage**

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- ✓ Costs of up to £500 for alternative accommodation and travel if your **home** is unfit to live in as a result of your boiler catching fire or exploding

### What's not covered

- ✗ Damage caused by limescale, **sludge** or other debris, if we've told you before that you need to carry out **repairs**, improvements or a **British Gas Powerflush**, or a similar process, but you haven't done so

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- ✗ Fixing your showers, their parts and shower pumps

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- ✗ Any controls designed specifically for underfloor heating

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- ✗ **Repairing** or **replacing** the flue including the flue terminal if it's over one metre in length

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- ✗ **Repairing** or **replacing** the flue including the flue terminal for any open flued appliances

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- ✗ **Replacing** or topping up your system inhibitor unless we've removed it

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- ✗ Any part of your **boiler and controls** which directly supplies a swimming pool

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- ✗ Resetting your controls or **replacing** the batteries

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- ✗ **Repairing** or **replacing** your **central heating** system

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- ✗ **Repairing** or **replacing** air or ground source heat pumps

## Central Heating

### What's covered

- ✓ All **repairs** to the heat and hot water system on your **property** including:
  - Expansion tank, radiators, bypass and radiator valves
  - **Warm-air** vents
  - **Cylinders** and any immersion heater and its wired in timer switch; and
  - The pipes that connect the **central heating** system

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- ✓ A **replacement** of parts of your **central heating** if we can't **repair** them

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- ✓ **Accidental damage**

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- ✓ A **first service** or **annual service** (see pages 27 and 28)

### What's not covered

- ✗ Damage caused by limescale, **sludge** or other debris – if we've told you before that you need to carry out **repairs**, improvements or a **British Gas Powerflush**, or a similar process, but you haven't done so

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- ✗ Fixing your showers, their parts and shower pumps

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- ✗ **Repairing** or **replacing** taps

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- ✗ Any parts that are designed specifically for underfloor heating

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- ✗ Supply of curved or designer radiators (see page 30)

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- ✗ **Repair** or **replacement** of electrical elements in radiators

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- ✗ **Replacing** or topping up your system inhibitor unless we've removed it

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- ✗ Any part of your **central heating** which directly supplies a swimming pool

## Plumbing

### What's covered

- ✓ All **repairs** to the plumbing system on your **property** including:
  - Your hot and cold water pipes between your internal stopcock up to, and including your taps and garden taps and the flexible pipes to your kitchen appliances
  - The hot water **cylinder** and cold water tanks including immersion heaters, toilet siphons, isolation, ball and radiator valves; and
  - Your water supply pipe from the boundary of your **property** to your **home**
- ✓ A **replacement** of parts that we can't **repair**. We will **replace** a pair of taps to a single item of **sanitary ware** where only one can't be **repaired**
- ✓ **Accidental damage**

### What's not covered

- ✗ Showers and their parts, shower pumps, **sanitary ware**, spa baths, seals and grouting
- ✗ Radiators
- ✗ Any parts that are designed to boost your mains water pressure
- ✗ Water softeners, water filters and waste disposal units and taps that deliver boiling or filtered water
- ✗ Water pipes between your **home** and any detached outbuildings on your **property**
- ✗ Swimming pools, fountains, ponds or water features, garden irrigation systems, free standing garden taps and the water pipes running to or from them
- ✗ Rainwater pipes and guttering
- ✗ Frozen pipes that need defrosting where there is no other damage
- ✗ Any water supply pipe that doesn't supply your **home**
- ✗ Water meters
- ✗ Plumbing in your outbuildings if the supply is provided by a separate mains connection than to your **home**

## Drains

### What's covered

- ✓ **Repairing** and unblocking **drains** to restore flow
- ✓ **Repairing** leaks to internal waste water pipes and external soil and vent pipes
- ✓ A **replacement** of parts that we can't **repair**
- ✓ **Accidental damage**

## Drains

### What's not covered

- ✗ Rainwater guttering and down pipes, manholes and their covers, soakaways, septic tanks, cesspits, drainage pumps, treatment plants and macerators and their outflow pipes
- ✗ Cleaning and descaling your **drains**
- ✗ Shared **drains**

## Home Electrics

### What's covered

- ✓ All **repairs** to the mains electrical system and wiring on your **property** including:
  - The fuse box, light fittings, switches, sockets, isolation switches and your immersion heater timer switch
  - Extractor fans up to 15cm in diameter
  - Doorbells and smoke alarms that are connected to the wiring
  - Outside lighting as long as it's fixed to your **home** or outbuildings and fitted less than ten metres above ground; and
  - Your electric vehicle charging unit, if we installed it
- ✓ A **replacement** of parts that we can't **repair**
- ✓ **Accidental damage**

### What's not covered

- ✗ Electrical appliances, burglar alarms and camera systems
- ✗ Showers and their parts, shower pumps, cooker extractor hoods, storage and panel heaters, underfloor heating, controls, pumps, detectors, timers and programmers, and solar panels and their inverters
- ✗ The electricity supply cable up to the fuse box or mains isolation switch if fitted
- ✗ Power cables between your **home** and any detached outbuildings, outdoor fittings or appliances on your **property**
- ✗ Electricians in your outbuildings if the supply is connected to a separate electricity meter than to your **home**
- ✗ Rubber or lead covered cables
- ✗ Complete system rewire
- ✗ Outside lighting not fixed to your **home** or outbuildings



## Gas Appliance

### What's covered

- ✓ All **repairs** to:
  - The gas appliance(s) shown on your **statement**
  - The flue including the flue terminal up to one metre in length

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- ✓ A **replacement** if we can't **repair** it because it caught fire or exploded, providing you gave us access to carry out your **annual service** within every period of agreement since we first covered you

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- ✓ An **annual service** (see page 27 and 28)

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- ✓ A **replacement** of the flue including the flue terminal up to one metre in length for the gas appliance(s) on your **statement** if we can't **repair** it

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- ✓ **Accidental damage**

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- ✓ Costs of up to £500 for alternative accommodation and travel if your **home** is unfit to live in as a result of your gas appliance catching fire or exploding

### What's not covered

- ✗ **Repairing** or **replacing** the flue including the flue terminal if its over one metre in length

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- ✗ **Repairing** or **replacing** the flue including the flue terminal for any open flued appliances

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- ✗ Damage caused by limescale

## Kitchen Appliance

### What's covered

- ✓ All **repairs** to the kitchen appliance(s) shown on your **statement**

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- ✓ A contribution towards a **replacement** if we can't **repair** it or we decide it will cost less to **replace** than to **repair**. We'll source the **replacement** from our approved supplier and make the following contribution based on their current retail selling price:
  - 100% if your appliance is less than three years old
  - 30% if your appliance is three years old or more
 You may use our contribution towards an alternative model of your choice from our approved supplier. There is no cash alternative

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- ✓ **Accidental damage**

### What's not covered

- ✗ Anything that happens in the first 14 days of you taking out the **product**

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- ✗ Wine coolers, cooker hoods and other extractor fans

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- ✗ Disconnecting and disposing of your old appliance, or unpacking or installing new ones

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- ✗ Any appliance(s) that weren't bought in the UK

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- ✗ Any appliances(s) that weren't new when you bought them, unless they are appliance(s) that were in the **property** when you moved in



## Boiler and Controls Breakdown

### What's included

- ✓ All **repairs** to:
  - A single natural gas or Liquid Petroleum Gas boiler or **warm-air** unit on your **property**, that's designed for home use and has a heat output capacity of up to 70kW
  - The flue including the flue terminal, up to one metre in length
  - The controls that make the boiler work including the programmer, any thermostats, motorised zone valves and central heating pump; and
  - The **gas supply pipe**

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- ✓ A **replacement** for your boiler if we can't **repair** it and:
  - It's less than seven years old
  - Or, it's between seven and ten years old, we installed it and it's been continuously covered by British Gas under either a warranty or HomeCare agreement

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- ✓ A **replacement** of the **gas supply pipe** and the controls that make your boiler work if we can't **repair** them

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- ✓ A **replacement** of the flue including the flue terminal up to one metre in length if we can't **repair** it

### What's not covered

- ✗ Anything that happens within the first 14 days of you taking out the **product**

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- ✗ **Accidental damage**

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- ✗ Damage caused by limescale, **sludge** or other debris – if we've told you before that you need to carry out **repairs**, improvements or a **British Gas Powerflush**, or a similar process, but you haven't done so

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- ✗ Fixing your showers, their parts and shower pumps

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- ✗ Any controls designed specifically for underfloor heating

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- ✗ **Repairing** or **replacing** the flue including the flue terminal if it's over one metre in length

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- ✗ **Repairing** or **replacing** the flue including the flue terminal for any open flued appliances

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- ✗ **Replacing** or topping up your system inhibitor unless we've removed it

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- ✗ Any part of your **boiler and controls** which directly supplies a swimming pool

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- ✗ Resetting your controls or replacing the batteries

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- ✗ A **first service** or **annual service**

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- ✗ **Repairing** or **replacing** your **central heating** system

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- ✗ **Repairing** or **replacing** air or ground source heat pumps

## Central Heating Breakdown

### What's included

- ✓ All **repairs** to the heat and hot water system on your **property** including:
  - Expansion tank, radiators, bypass and radiator valves
  - **Warm-air** vents
  - **Cylinders** and any immersion heater and its wired in timer switch; and
  - The pipes that connect the **central heating** system

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- ✓ A **replacement** of parts of your **central heating** if we can't **repair** them

### What's not covered

- ✗ Anything that happens within the first 14 days of you taking out the **product**

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- ✗ **Accidental damage**

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- ✗ Damage caused by limescale, **sludge** or other debris – if we've told you before that you need to carry out **repairs**, improvements or a **British Gas Powerflush**, or a similar process, but you haven't done so

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- ✗ Fixing your showers, their parts and shower pumps

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- ✗ **Repairing** or **replacing** air or ground source heat pumps

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- ✗ **Repairing** or **replacing** taps

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- ✗ Any parts that are designed specifically for underfloor heating

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- ✗ Supply of curved or designer radiators (see page 30)

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- ✗ **Repair** or **replacement** of electrical elements in radiators

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- ✗ **Replacing** or topping up your system inhibitor unless we've removed it

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- ✗ Any part of your **central heating** which directly supplies a swimming pool

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- ✗ A **first service** or **annual service**

# Our non-insurance products

All our non-insurance **products** are provided by British Gas Services Limited.

You should also refer to the general conditions on page 26 and general exclusions on page 30.

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## ● Boiler IQ

This **product** is only available for selected boilers and where you hold a HomeCare **product** or British Gas warranty that covers your boiler. We'll install the **boiler IQ hardware**, **monitor** your boiler remotely and let you know if we detect your boiler is failing to provide heat or hot water.

### What's included

- ✓ Installing the **boiler IQ hardware**
- ✓ **Monitoring** your boiler
- ✓ Contacting you when we identify your boiler is failing to provide heat or hot water to arrange a **repair** under your HomeCare **agreement**
- ✓ **Repairing** or **replacing** your **boiler IQ hardware** if it develops a fault

### What's not included

- ✗ **Repairing** or **replacing** your **central heating** system
- ✗ A **first service** or **annual service**
- ✗ Identifying faults that don't stop your boiler producing heat or hot water
- ✗ Identifying faults if your internet connection or power supply fails
- ✗ Any internet related costs, including those associated with the transfer of data to or from your **boiler IQ hardware**

## Gas Appliance Check

### What's included

- ✓ An **annual service** for the gas appliance(s) on your **statement**  
If our engineer finds that one of your gas appliance(s) isn't fit to be used, you'll still have to pay for their visit

### What's not included

- ✗ Any **repairs** or **replacements**

## Annual Boiler Service

This is only available if you have a British Gas 5 Year Warranty

### What's included

- ✓ An **annual service** for your boiler

### What's not included

- ✗ Any **repairs** or **replacements**

## Gas Safety Check and Certificate (CP12)

If you are a landlord, under the law it's your responsibility to make sure you have a valid Gas Safety Certificate for the gas meter, gas pipework and any gas appliance(s) on your **property**. When your safety check is due we'll send you an email, letter, or text message or call you to arrange it. We'll try to get hold of you up to three times. If we don't hear back from you after that, we won't try again. It's then up to you to contact us to arrange your safety check.

### What's included

- ✓ An inspection of your gas meter, gas pipework and any gas appliance(s) on your **statement**
- ✓ A Gas Safety Certificate for your gas meter, gas pipework and any gas appliance(s) on your **statement**, which we'll post or email to you and your tenant if you prefer. If any part fails the safety inspection, we'll include all the details on the Gas Safety Certificate

### What's not included

- ✗ **Repairs** or a **replacement** of your gas meter, gas pipework or any gas appliance(s)
- ✗ An **annual service**
- ✗ The cost of re-inspecting any of the failures detailed on your Gas Safety Certificate
- ✗ We won't provide a Gas Safety Certificate for any boiler or gas appliance we've not inspected

## Gas Safety Certificate (CP12)

This can only be purchased with a British Gas **product** that includes an **annual service** and will normally be completed at the same time as your **annual service**.

### What's included

- ✓ An inspection of your gas meter and gas pipework
- ✓ A Gas Safety Certificate for your gas meter, gas pipework and any gas appliance(s) on your **statement**, which we'll post or email to you and your tenant if you prefer. If any part fails the safety inspection, we'll include all the details on the Gas Safety Certificate

### What's not included

- ✗ **Repairs** or a **replacement** of your gas meter, gas pipework or any gas appliance(s)
- ✗ The cost of re-inspecting any of the failures detailed on your Gas Safety Certificate
- ✗ We won't provide a Gas Safety Certificate for any boiler or gas appliance we've not inspected

## Electrical Installation Condition Report (EICR)

This is a one-off safety inspection of your mains connected electrical wiring and electrical fixtures, including the fuse box.

### What's included

- ✓ A series of electrical safety tests of your electrical wiring
- ✓ A visual inspection of all your accessible switches, sockets, and light fittings and checking a sample of the connections to them
- ✓ A report which will contain details of the inspection and any faults found, and a recommendation of when the next inspection should take place

### What's not included

- ✗ Any **repairs** to faults identified during testing and inspection
- ✗ Re-checking any faults once you've **repaired** them

## Electrical Appliance Testing

This is an optional service for **landlords** purchasing an Electrical Installation Condition Report who provide their tenants with any appliance that is permanently connected or connected via a plug and socket. We will check the number of appliances that you've paid for but it's your responsibility to make sure that you, your tenant or **managing agent** shows us which appliances should be tested.

### What's included

- ✓ An electrical safety test on appliances owned and identified for testing by the landlord
- ✓ A separate appliance testing report detailing what's been tested, provided with your Electrical Installation Condition Report

### What's not included

- ✗ **Repairs** or **replacement** to appliance(s)
- ✗ Tests to appliances not provided, or identified, by the landlord as requiring testing
- ✗ Tests to appliances where we can't reasonably gain access to the electrical connection point

## Service and repair warranty products

The tables below show the features that are included in each **product**. You should also refer to the general conditions on page 26 and the general exclusions on page 30.

Service and repair warranty products		Product features			
Page	Product	Annual Service	Gas Appliance	Boiler and Controls	Central Heating
23	Gas Appliance Care	✓	✓	✗	✗
24	Boiler and Controls Care	✓	✗	✓	✗
25	Central Heating Care*	✓	✗	✓	✓

\* If your boiler has been installed by British Gas and you have a British Gas 5 Year Warranty some of the features of Central Heating Care will also be included in that Warranty. This will be reflected in the price of Central Heating Care.

## Similar services

We may introduce insurance **products** provided by British Gas Insurance Limited that provide similar services and extra benefits to those that are currently being provided under your service and repair warranty **products**.

When you are due to renew your service and repair warranty **products**, we may arrange those insurance **products** for you and, if you pay by Direct Debit, renew them every year until you tell us otherwise.

All of our service and repair warranty **products** include:

- Parts and labour
- Unlimited number of **repairs**
- Up to £1,000, including VAT, for getting **access and making good** for each **repair**

## Gas Appliance

If you've bought a gas appliance from British Gas New Heating Limited you may have been provided with a twelve month Gas Appliance Care **product**.

### What's included

- ✓ All **repairs** to:
  - The gas appliance(s) shown on your **statement**
  - The flue including the flue terminal up to one metre in length
- ✓ An **annual service**
- ✓ A **replacement** of the flue including the flue terminal up to one metre in length for the gas appliance(s) on your **statement** if we can't **repair** it

### What's not included

- ✗ **Accidental damage**
- ✗ **Repairing** or **replacing** the flue including the flue terminal if it's over one metre in length
- ✗ **Repairing** or **replacing** the flue including the flue terminal for any open flued appliance(s)
- ✗ Damage caused by limescale

## Gas Boiler

If you bought a new boiler from British Gas New Heating Limited you may have been provided with a warranty.

After the warranty finishes, we'll offer you the chance to buy a similar **product**.

## Boiler and Controls

### What's included

- ✓ All **repairs** to:
  - A single natural gas or Liquid Petroleum Gas boiler or **warm-air** unit in your **property**, that's designed for home use and has a heat output capacity of up to 70kW
  - The flue including the flue terminal, up to one metre in length
  - The controls that make the boiler work including the programmer, any thermostats, motorised zone valves and central heating pump; and
  - The **gas supply pipe**

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- ✓ A **replacement** for your boiler if we can't **repair** it and:
  - It's less than seven years old
  - Or; it's between seven and ten years old, we installed it and it's been continuously covered by British Gas under either a warranty or HomeCare agreement

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- ✓ A **replacement** of the **gas supply pipe** and the controls that make your boiler work if we can't **repair** them

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- ✓ A **first service** or **annual service** (see pages 27 and 28)

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- ✓ A **replacement** of the flue including the flue terminal up to one metre in length if we can't **repair** it

### What's not included

- ✗ **Accidental damage**

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- ✗ Damage caused by limescale, **sludge** or other debris – if we've told you before that you need to carry out **repairs**, improvements or a **British Gas Powerflush**, or a similar process, but you haven't done so

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- ✗ Fixing your showers, their parts and shower pumps

---

- ✗ Any controls designed specifically for underfloor heating

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- ✗ **Repairing** or **replacing** the flue including the flue terminal if it's over one metre in length

---

- ✗ **Repairing** or **replacing** the flue including the flue terminal for any open flued appliances

---

- ✗ **Replacing** or topping up your system inhibitor unless we've removed it

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- ✗ Any part of your **boiler and controls** which directly supplies a swimming pool

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- ✗ Resetting your controls or **replacing** the batteries

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- ✗ **Repairing** or **replacing** your **central heating** system

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- ✗ **Repairing** or **replacing** air or ground source heat pumps

## Central Heating

### What's included

- ✓ All **repairs** to the heat and hot water system on your **property** including:
  - Expansion tank, radiators, bypass and radiator valves
  - **Warm-air** vents
  - **Cylinders** and immersion heaters and its wired in timer switch; and
  - The pipes that connect the **central heating** system

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- ✓ A **replacement** of parts of your **central heating** if we can't **repair** them

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- ✓ A **first service** or **annual service** (see pages 27 and 28)

### What's not included

- ✗ **Accidental damage**

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- ✗ Damage caused by limescale, **sludge** or other debris – if we've told you before that you need to carry out **repairs**, improvements or a **British Gas Powerflush**, or a similar process, but you haven't done so

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- ✗ Fixing your showers, their parts and shower pumps

---

- ✗ **Repairing** or **replacing** taps

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- ✗ Any parts designed specifically for underfloor heating

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- ✗ Supply of curved and designer radiators (see page 30)

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- ✗ **Repair** or **replacement** of electrical elements in radiators

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- ✗ **Replacing** or topping up your system inhibitor unless we've removed it

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- ✗ Any part of your **central heating** system which directly supplies a swimming pool

# General conditions

## Your Agreement

### UK law

Your **agreement** is bound by the laws of whichever country the **property** included in your **agreement** is in – England and Wales, or Scotland.

### English language

Everything we write to you – including terms and conditions – will be in English.

### Adding new products

If you add any new **products** to your **agreement** during the **period of agreement**, we'll arrange it so that they all renew at the same time.

### Prices and price changes

Your **statement** shows the price of your **agreement**. That price won't go up or down over the **period of agreement**, unless you change your **agreement**, or **products**, or the Government changes the relevant tax rate. We'll always write to tell you about any change to your price.

### Payments

You can pay for your **agreement** yearly by cheque, debit or credit card or Direct Debit – or monthly by Direct Debit. Energy Extra customers will pay through their energy bill. All of our prices include the relevant taxes at the current rate.

### Renewals

We'll write to you at least 25 days before your **agreement** is due for renewal.

If you pay by Direct Debit, or are an Energy Extra customer, we'll keep renewing your **agreement** automatically, until you ask us to stop.

### Overlapping cover

If you have several different **products**, some parts of your system might be covered twice.

### Managing agents

We'll only provide the **products** to you and not to **landlords** or tenants and you must

not resell or hold yourself out as a reseller of the **products** to **landlords**, tenants or anybody else.

You agree that:

- Where you have insurance **products** you warrant that you'll have at all relevant times a **managing agent insurable interest** in the elements included in your **agreement**.
- You'll indemnify us against all costs, expenses, losses, demands, amounts agreed upon in settlement and liabilities which we may suffer or incur arising out of, or in connection with, complaints or claims which we receive from **landlords**, tenants or any other third party as a result of your failure to have, at all relevant times, a **managing agent insurable interest** in the elements covered by your **agreement**.

## Your Responsibilities

### Changing your address

If you move to a new **home**, you need to tell us as soon as possible. We may start a new **agreement**, transfer your current **agreement** to your new address or if you ask us to, cancel it. If you're an Energy Extra customer and you move **home**, we'll cancel your **agreement** at the old address and may offer you an alternative **product**.

### Keeping us up to date

It's your responsibility to keep us informed of any changes to your contact details including telephone number, address or email. If you change a boiler or appliance that's covered by us, you need to tell us the make and model of the new one, so we can check we can cover it. If we can't cover your new boiler or appliance we may need to cancel or amend your **product**.

You should also check to see whether you

still need the same level of cover – for example, if your new boiler or appliance has a manufacturer's warranty.

### Missing payments under your agreement

Before we book your **repair**, or visit, we may ask you to pay any missing payments due.

### Getting into your property

Our engineers will only work on your **property** if there's someone 18 years old or older there at all times during the visit. It's your responsibility to give us access to your **property**. If we can't get access we won't be able to complete the work and it's then up to you to arrange another appointment.

If you don't re-arrange the appointment, your **agreement** will still continue. After several failed attempts to get into your **property**, we may cancel your **agreement** but we'll let you know beforehand.

### Authority to carry out work

If you're not at the **property** when our engineer visits, you must make sure that there is somebody else present who can give instructions to our engineer, on your behalf.

### Working in dangerous or unsafe conditions

We won't start or continue doing any work in your **home** if we believe there's a health and safety risk, for example: hazardous chemicals, pest infestations, verbal or physical abuse, or harassment. And we won't return to finish the work until that risk is gone.

If any asbestos needs to be removed before we can **repair** your boiler, appliance or system, you'll need to arrange and pay for someone else to remove it and give you a Certificate of Reoccupation which you'll need to show us.

### Under warranty

If your boiler, appliance or system is covered by a third party warranty, it's your responsibility to make sure that any work we do doesn't affect that warranty.

### Authorised contacts

If you want an **authorised contact** it's your responsibility to let us know who they are so that we can note it on your **agreement**.

### Manufacturer's security instructions

It's your responsibility to follow manufacturer's security instructions related to internet or mobile connected devices which are used to communicate with boilers, appliances or systems covered under this **agreement**.

## Visiting you

### First service

Your **first service** will usually be within 42 days of you first taking out the **product** or changing your address. If we've already carried out a **first service** or an **annual service** at your address in the last twelve months, we won't carry out another one – even if you've just moved in. If we've installed a new boiler for you the **first service** will be carried out as part of the installation.

At the **first service** our engineer will check that your boiler is on our **approved list** and your boiler or **central heating** and ventilation don't have any pre-existing faults.

If we find it's not on the **approved list** or it has a pre-existing fault we'll either:

- Tell you what needs to be done to fix it – and how much it'll cost
- Offer you a different **product** or level of cover
- Or, cancel your **agreement** or **product**

### Annual service

One of our engineers will visit your **home** once within each period of agreement to check that your appliance, boiler or **central heating** and ventilation is working safely and in line with the relevant laws and regulations. We'll also test the gases your appliance or boiler produces.

If these tests show that it's necessary to take your appliance or boiler apart to adjust or clean it, we'll do so.

During the visit, our engineer will fill in a checklist that shows you exactly what we've looked at.

If we find a problem or fault that needs to be fixed, we'll tell you about it.

If your **product**:

- Includes **repairs** and has an **excess** or **fixed fee** you will have to pay this before we **repair** it
- Is service only, our engineer may give you a quote to have the work done

For boilers and **central heating** your **first service** counts as an **annual service**.

When your **annual service** is due we'll send you or your **authorised contact** an email, letter, text message or call you to arrange it. We'll try to get hold of you up to three times. If we don't hear back from you after the third time, we won't try again and won't refund the cost of the missed **annual service**. But you can still contact us at any time to book it.

#### Tenants or letting agents arranging visits

Your tenants or your letting agents can call us directly to arrange any engineer's visit.

#### Reasonable timescales

We'll carry out any **repairs** or visits you're entitled to within a reasonable time, unless something beyond our control makes that impossible – in which case we'll let you know as soon as possible and give you another time when we can visit.

#### Our engineers

Normally, we'll send a British Gas engineer to carry out the work. In some cases, we may send a suitably qualified contractor instead.

## Making repairs

### Excess or fixed fee

Your **statement** shows how much **excess** or **fixed fee** you've agreed to pay each time we complete a **repair** or **replace** your appliance; whether

- You report a fault to us
- You agree to our visit following a fault identified by boiler IQ
- Or, we find a fault during a **first service** or **annual service**.

If the fault is related to one we've fixed for you in the last twelve months, then you won't have to pay an additional **excess** or **fixed fee**. Our engineer will use their expert judgement to decide whether a fault is related to an earlier fault or not.

When we book your **repair**, we'll ask to pre-authorise your debit or credit card for any **excess** or **fixed fee**. If you're a landlord, this can be from you, your tenants, managing agent or anyone else. We won't put the charges through until after we complete the **repair**. If we've reason to believe that the people living in your **home** are vulnerable or at risk, we'll send an engineer out even if we haven't been able to pre-authorise a debit or credit card – and send you an invoice for the **excess** or **fixed fee** after we've completed the **repair**.

### Safety advice

From time to time, we may tell you that your boiler, appliance or system needs permanent **repairs** or improvements that aren't covered by your **agreement** to keep working safely. For example, if your ventilation doesn't meet current gas safety regulations. If you don't follow this advice, it'll affect certain parts of your cover – but your **agreement** will keep running until you or we change or cancel it.

### Getting access and making good

Our insurance **products** and our non-insurance service and repair warranty **products** cover up to £1,000 including VAT for getting **access and making good**.

### Spare parts

We'll provide **replacements** with similar functionality but not necessarily the same features or an identical make and model or type of fitting. For example, we may **replace** a specific design of tap with a standard one from our range or **replace** electrical fittings with our nearest white, brass or chrome version. Or you can give the engineer a **replacement** part that you've bought yourself, that we approve. We'll try to get parts from the original manufacturer or our approved suppliers. If we can't get hold of the parts we need we may need to cancel your **agreement** (or part of it) unless you're eligible for a **replacement**.

If we've agreed to cover a boiler or appliance but warned you that it might be difficult to find spare parts, we'll do what we can, within reason, to **repair** it.

### Twelve month guarantee

We guarantee to **repair** or **replace** any faulty parts we've supplied, or fix any faulty work that we've done for twelve months from the date that we did the work.

This doesn't affect your statutory rights under the Consumer Rights Act 2015, if applicable, and any laws that replace it. If you want independent advice about your rights, you can speak to Citizens Advice or Trading Standards.





### British Gas Powerflush

Over time, gas **central heating** systems build up **sludge** that can block or narrow your pipes, radiators and boiler parts.

**British Gas Powerflush** is our way of removing that **sludge** from your system.

We'll tell you if your system needs a powerflush to work properly. You'll need to pay for it separately – it isn't included in your cover.

If you buy a **British Gas Powerflush**, any future ones you may need to keep your system working properly are included, for as long as you have continuous cover for your boiler with us.

If someone else carries out a powerflush for you, you'll need to show us the receipt before we carry out any more **repairs** or **replacement** work for damage caused by **sludge**.

### Confirming the age of your appliances

If your **product** includes **replacing** appliances our engineer will estimate how old it is. If you disagree you'll need to show us either the original from new receipt, a dated guarantee or proof of when it was first installed.

### Curved or designer radiators

If your **product** includes cover for **central heating** it doesn't include a **replacement** of curved or designer radiators.

We can either:

- **Replace** it with a standard radiator
- Or, install a curved or designer radiator that you've bought yourself, in which case we only accept responsibility for our workmanship, not any manufacturing faults in the radiator itself

By designer radiator we mean a radiator of particular artistic design or intricate shape or made from materials such as glass, marble, stone, wood or cast iron.

## General exclusions

### Who can benefit from this agreement?

Nobody other than you can benefit from your **agreement**.

### Cash in lieu

We won't offer you cash instead of carrying out an **annual service, repairs** or **replacements**.

### Domestic use

Your **product** only includes cover for your **property** if it is used for normal day-to-day living purposes, including use for home office or activities of a domestic nature, including renting, and not where the main purpose of the **property** is for commercial purposes.

### Pre-existing faults

Our **products** don't include cover for any faults or design faults that:

- Were already there when your boiler, appliance or system was installed, or were caused by anybody other than us when any change or additions were made to your boiler, appliance or system
- We've told you about before and you haven't fixed
- We couldn't reasonably have been expected to know about before. For example, faulty pipes that don't have the correct protection, which are buried under concrete floors
- Or, prevent access because a part of your system has been permanently built over

### Damage caused by anyone but us

Unless your **product** includes **accidental damage** we won't cover any damage you've caused.

If anyone other than us carries out any work on your boiler, appliance or system and damages it, your cover doesn't include putting that right.

### Deliberate damage or misuse

We won't **repair** or **replace** any parts that have been deliberately damaged or misused. Our engineer will use their expert judgement to determine how the damage was done.

### Damage linked to the supply of your gas, water or electricity

We won't **repair** any damage that's caused by changes in, or problems with, the supply of your gas, water or electricity.

### External water supply stopcock

If we can't turn off the external water supply stopcock to your **home** to complete your **repair** it's up to you to get your water supplier to turn it off.

### Any damage that's covered by other kinds of insurance

Your **product** doesn't include **repairing** or **replacing** any damage caused by extreme weather, flooding, structural issues, fire or explosions – or any other kind of damage that's normally covered by household insurance – unless your **product** specifically includes it.

If your **product** specifically includes anything that's also covered by your household insurance, we're only responsible for our fair share.

### Software, internet communications or radio signals

We're not responsible for any loss or damage caused by malicious, inappropriate or unintentional interference with the software, internet communications or radio signals of any boiler, appliance, device or system covered under this **agreement**.

### Communication connections

We're not responsible for your internet connection and unless it is a British Gas or Hive **product** we're not responsible for the data transmission to, or from any boiler, appliance, device or control system.

### Any other loss or damage

We're not responsible for any loss of or damage to, or cleaning of property, furniture or fixtures as a result of your boiler, appliance or system breaking or failing unless we caused it. For example damage caused by water leaks.

### Making any improvements

Your **product** only includes **repairing** or **replacing** your boiler, appliance or system when it stops working properly – it doesn't include any improvements or **upgrades**, for example: **replacing** working radiators, swapping standard radiator valves for thermostatic ones and **replacing** electrical cables and fuseboards that still work.

Where we've told you that an improvement is necessary, we may not continue to make **repairs** on that part of your boiler, appliance or system unless the work has been carried out.

### Steel or iron pipes

We won't **repair** or **replace** steel or iron pipes, except:

- Your water supply pipe from the boundary of your **property** to your **home**
- Your **gas supply pipe**, from your meter to your boiler or appliance(s)
- And, your soil stack/vent pipe where these pipes are specifically covered by your **agreement**.

### Energy/central heating management systems

We won't **repair** or **replace** energy or **central heating** management systems.

## Complaints

To make a complaint:

- Call us on **0800 048 1000**
- Email us at **ServicesCustomerTeam@britishgas.co.uk**
- Or write to us at:  
**Services Customer Relations**  
**PO Box 699**  
**Winchester**  
**SO23 5AR**

We take any complaint seriously and we'll do our best to resolve the issue right away. If we need more time to investigate, we'll let you know and keep you updated.

If you're not satisfied with our final response, or it's been more than eight weeks since we received your complaint, you may be able to take it to the Financial Ombudsman Service:

- By calling them on **0800 023 4567**
- Or writing to them at:  
**Financial Ombudsman Service**  
**Exchange Tower**  
**London**  
**E14 9SR**

For more information, visit [financial-ombudsman.org.uk](http://financial-ombudsman.org.uk)

If you have a complaint about **products** bought from us online then alternatively you may want to visit the European Commission's online dispute resolution platform:

[ec.europa.eu/consumers/odr](http://ec.europa.eu/consumers/odr)

## Compensation scheme

British Gas Insurance Limited is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if British Gas Insurance Limited cannot meet its obligations. General insurance is covered for 90% of the claim, without any upper limit.

You can get more information about the compensation scheme from FSCS at [fscs.org.uk](http://fscs.org.uk) or by phoning **0800 678 1100**.

## Cancelling your agreement

### Your cancellation rights

#### How you can cancel

You can cancel your **agreement** or a **product** at any time, by calling **0333 202 9523** – or writing to us at:

**HomeCare Membership Office**  
**Murdoch House**  
**Bothwell Road**  
**Uddingston**  
**G71 7UD**

#### If you cancel your product within 14 days

We'll give you a full refund of your **product(s)** if you cancel within 14 days:

- For your Electrical Installation Condition Report and Boiler IQ, the 14 days begins the day you accept our quotation
- For all other **products** the 14 days begins on the start or renewal date, or from the date you received the policy documents if this is later

This is your cooling off period. If we've done work for you before the cooling off period ends and then you cancel your **agreement** or **product** you'll have to pay cancellation charges - see cancellation charges table.

#### If you cancel after 14 days

If you pay monthly by Direct Debit your cover will continue to the end of the period your last payment is for.

If you pay in any other way, including yearly by Direct Debit, your cover will continue to the end of the month in which you tell us and we'll refund you the remaining amount.

Either way, if we've carried out any work for you, you may have to pay cancellation charges - see cancellation charges table.

Cancelling your Direct Debit through your bank doesn't mean that you've cancelled your **agreement** with us. If you stop your Direct Debit without telling us, we'll try writing to you to collect the money you owe. If we don't hear from you and you

don't pay, we'll cancel your **agreement** no less than 30 days after the date we first found out your payment had failed. You may also have to pay cancellation charges – see cancellation charges table.

#### Cancellation charges

If you or we cancel your **agreement** or any **products** and we've already completed work for you since you bought or renewed them, you may have to pay cancellation charges.

The table below shows you the amount you'll have to pay. We'll take off any **excesses, fixed fees** and payments you've made since you bought or renewed your **agreement**.

Type of work completed	Charge per piece of work completed
Boiler or Central Heating repairs or replacement	£115
All other completed repairs or replacement	£70
Annual service or first service	£65

Type of work completed	Charge from
Gas Safety Certificate	£24*
Gas Safety Check and Gas Safety Certificate	£24*
Electrical Installation Condition Report	£150**
Boiler IQ installation	£49***

\*The amount charged will be dependent on the number and type of appliances checked and whether you have any other **products**.

\*\*The amount charged will depend on the size of the **property**, and the number of appliances checked

\*\*\*Only applies if cancellation occurs within the cooling off period

**Introductory offers**

If you cancel a **product**, then buy a **product** with equivalent features from British Gas:

- More than once in three years
- Or, within three months

then you won't be eligible for any promotional offers or new customer prices.

**When we can cancel**

We can cancel your **agreement** or **product** if:

- You give us false information
- Your boiler or appliance isn't on our **approved list**
- We find a pre-existing fault during your **first service**
- We can't find the parts we need to **repair** your boiler, appliance or system, despite our attempts
- You put our people's health and safety at risk, for example, physical or verbal abuse
- Your **home** or **property** is unfit or unsafe to work in
- You don't let us in to your **home** or **property** to work, despite several attempts
- We tell you to make permanent **repairs** or improvements, but you don't
- Or, you don't make your payments

We'll try writing to you to collect the money you owe. If we don't hear from you and you don't pay, we'll cancel your **agreement** no less than 30 days after the date we first found out your payment had failed. You may also have to pay cancellation charges - see cancellation charges table.

If we cancel your **agreement** or **product**, we'll refund you for the rest of the time you've already paid for. If we've completed

any **repair** or **replacement** since you bought or renewed your **agreement** or **product**, you may also have to pay cancellation charges - see cancellation charges table.

If we cancel your **agreement** or **product** at your **first service**, we'll refund you in full, unless we've completed any work since you bought your **agreement** or **product** in which case you may have to pay cancellation charges – see cancellation charges table.

Where you have Boiler and Controls Breakdown Cover or Central Heating Breakdown Cover; and

- We can't get hold of the parts we need to fix your **boiler and controls** or **central heating**
- And, we haven't told you before that we may not be able to find them

we'll refund any money you have paid for these **products** since your last claim, up to a maximum of three years.

We can cancel your Boiler IQ if:

- You do not have a HomeCare **product** or British Gas warranty that covers your boiler
- You move **home**
- Or, you replace your boiler with a boiler that's not compatible with the **boiler IQ hardware**

If you have Boiler IQ and we don't contact you to let you know your boiler has failed to produce heat or hot water but subsequently our engineer using their expert judgement agrees there was a boiler failure, we'll refund any money you have paid for this **product** since your last notification alert.



**Cancellation Form**

If you want to cancel any product you can do so by returning this form. You can post the form to the following address:

**HomeCare Membership Office, Murdoch House, Bothwell Road, Uddingston G71 7UD**

You can also call us on **0333 202 9523**.

I wish to cancel the following products \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

# How to make a claim

For a breakdown or repair call **0333 200 8899**, go to [britishgas.co.uk/breakdown](http://britishgas.co.uk/breakdown) or use the British Gas App.

If you'd like a security password or have any special needs, please let us know when you call.

Our breakdown line is open 24/7. We may record calls to help improve our service to you. Calls to 0800 numbers are free. Call charges to 03 numbers will cost no more than 01 or 02 numbers, please check with your phone provider.

## Other useful contacts

A gas escape	<b>0800 111 999</b>	
A first service or annual service visit	<b>0330 100 0079</b>	<a href="http://britishgas.co.uk/ASV">britishgas.co.uk/ASV</a>
A general enquiry, to complain or if you're moving home	<b>0333 200 8899</b>	<a href="http://britishgas.co.uk/contactus">britishgas.co.uk/contactus</a> <a href="http://britishgas.co.uk/homemove">britishgas.co.uk/homemove</a>
If you're a landlord or tenant	<b>0333 202 9798</b>	
To cancel all or part of your agreement	<b>0333 202 9523</b>	
Alternative formats Braille/large print/audio tape	<b>0800 048 1000</b>	
Textphone for the hard of hearing	<b>18001 0800 316 3772</b>	

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