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 0800 048 1000.

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By ‘you’ or ‘your’, we mean the person(s) named on your Conduct Authority.

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

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 each year 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 we’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.

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.

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.
### 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.

#### Product features

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**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**

These products are designed to meet the demands and needs of customers who want to protect their:
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

- 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 every year since we first covered you

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

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

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

- Accidental damage

- 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

- Fixing your showers, their parts and shower pumps

- Any controls designed specifically for underfloor heating

- 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

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

- Resetting your controls or replacing the batteries

- Repairing or replacing your central heating system

- Repairing or replacing air or ground source heat pumps

General conditions (see page 26) and general exclusions (see page 30) also apply.
# Our insurance features

## 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**

## 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

- 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**
- 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
- **✓** 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 every year since we first covered you
- **✓** An annual service (see page 27 and 28)
- **✓** 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
- **✓** Accidental damage
- **✓** 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
- **✗** Repairing or replacing the flue including the flue terminal for any open flued appliances
- **✗** Damage caused by limescale

### Kitchen Appliance

**What’s covered**
- **✓** All repairs to the kitchen appliance(s) shown on your statement
- **✓** 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
- **✓** Accidental damage

**What’s not covered**
- **✗** Anything that happens in the first 14 days of you taking out the product
- **✗** Wine coolers, cooker hoods and other extractor fans
- **✗** Disconnecting and disposing of your old appliance, or unpacking or installing new ones
- **✗** Any appliance(s) that weren’t bought in the UK
- **✗** Any appliance(s) that weren’t new when you bought them, unless they are appliance(s) that were in the property when you moved in

General conditions (see page 26) and general exclusions (see page 30) also apply.
## Our insurance features

### 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

- 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

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

- 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
- Accidental damage
- 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
- Fixing your showers, their parts and shower pumps
- Any controls designed specifically for underfloor heating
- 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
- Any part of your boiler and controls which directly supplies a swimming pool
- Resetting your controls or replacing the batteries
- A first service or annual service
- Repairing or replacing your central heating system
- 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

- 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
- Accidental damage
- 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
- Fixing your showers, their parts and shower pumps
- Repairing or replacing air or ground source heat pumps
- Repairing or replacing taps
- Any parts that are designed specifically for underfloor heating
- Supply of curved or designer radiators (see page 30)
- Repair or replacement of electrical elements in radiators
- Replacing or topping up your system inhibitor unless we’ve removed it
- Any part of your central heating which directly supplies a swimming pool
- A first service or annual service

General conditions (see page 26) and general exclusions (see page 30) also apply.
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.

### Service and inspection products

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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.
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

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* 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.

### 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 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

- **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

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

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

**What’s not included**

- Accidental damage
- 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
- Fixing your showers, their parts and shower pumps
- Any controls designed specifically for underfloor heating
- 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
- Any part of your boiler and controls which directly supplies a swimming pool
- Resetting your controls or replacing the batteries
- Repairing or replacing your central heating system
- 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

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

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

**What’s not included**

- Accidental damage
- 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
- Fixing your showers, their parts and shower pumps
- Repairing or replacing taps
- Any parts designed specifically for underfloor heating
- Supply of curved and designer radiators (see page 30)
- Repair or replacement of electrical elements in radiators
- Replacing or topping up your system inhibitor unless we’ve removed it
- Any part of your central heating system which directly supplies a swimming pool

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General conditions (see page 26) and general exclusions (see page 30) also apply.
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 a year 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.
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 control 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 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.
Obligations. General insurance is covered for
Gas Insurance Limited cannot meet its
compensation from the scheme if British
Scheme (FSCS). You may be entitled to
by the Financial Services Compensation

British Gas Insurance Limited is covered

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

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

Complaints
To make a complaint:
• Call us on 0800 048 1000
• Email us at
ServicesCustomerTeam@britishgas.co.uk
• Or write to us at:
British Gas Services
Customer Relations
PO Box 4394
Dunstable
LU6 9LG

We take any complaint seriously and we’ll

Your personal
information

What we’ll do with your personal information
This section gives a brief explanation of
how we’ll use your personal information.
We provide more detail about the use of
data and who we may share it with on our
website. If you’re interested please visit
britishgas.co.uk/privacy

‘We’ includes all other Centrica
Group companies.

Over time, we’ll collect various kinds of
personal information about you – from
sensitive details, for example: contact
details, bank details, health issues, criminal
record to your tastes and preferences.
And we may also monitor and record
our phone calls, conversations and other
communications with you to make sure
we’re living up to the standards we want, as
well as the relevant laws and regulations.

We may sometimes use partners from
outside the European Economic Area (EEA),
where the laws and regulations on personal
information may be less strict than in the
UK. Even so, we’ll continue to hold ourselves
and our partners to the standards set out in
this privacy statement.

If you’re giving us information about
someone else
If you’re giving us information on behalf
of someone else, you confirm that they’ve
seen these terms and conditions and
given you permission for us to use their
information in the way we’ve described here.
And if you give us sensitive information
about yourself or other people, for example,
health details or details of any criminal
convictions of members of your household,
you also agree and confirm that the person
the information is about has agreed that we
can use this information in the way we’ve
described here.

If you want to see what information
we hold about you
You’ve the right to have a copy of the
information we hold about you, for a small
charge, and to ask for us to correct any
mistakes. Email privacy@britishgas.co.uk
or write to:
Centrica Privacy Team
Lakeside West
30 The Causeway
Staines
TW18 3BY

How we may use
your information
To get in touch with you
By email, phone, text message, home visits
or other means, for example: smart meters.

To do what you’ve asked us to do
Bringing you the products and services
you’ve asked for, including loyalty and
incentive schemes.

To manage your insurance policy with
us, if you have one
Passing your information on to an
insurer, so they can underwrite your
policy, process claims, develop new
services and assess risks.

To tell you about other products
and services
Bringing you products and services from
us or our partners that we think you’ll be
interested in – unless you ask us not to
contact you with offers, which you can do
at any time by contacting us and giving us
your account details.

To collect any money you owe us
Selling your debt to another company and
giving them your details.

To check your credit history
Checking your details with credit reference
and fraud prevention agencies to make
sure you can afford the goods and services
you’ve asked for. See our privacy policy at
britishgas.co.uk for more on this.

To keep you safe and secure
Protecting you and everyone who lives in
your home.

Improving our services
To ask for your opinion
Getting your feedback on how we run your
account, or our products and services.

To improve how we work or
what we offer
Changing how we run your account, or
our products and services for the better –
including training our staff.
If your agreement includes boiler IQ, we
may share boiler data with the boiler
manufacturer or carefully selected
third parties.

To understand our customers better
Looking at statistics and trends, building
customer profiles, testing computer
systems and coming up with new sales
and marketing opportunities.

Running our business
To take legal action – or respond to it
Making our case or defending ourselves.

To comply with the authorities
Sharing what we know with the
Government, regulators, police or lawyers,
if they ask for it and have the right to know
it. For example, sharing information with the
Government to help stop fuel poverty.

To sell one or more of our businesses
As part of the standard sales process.
Cancelling your agreement

Your cancellation rights

**How you can cancel**
You can cancel your agreement or a product at any time, by calling 0800 294 9123 – 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.

**Type of work completed**

<table>
<thead>
<tr>
<th>Type of work completed</th>
<th>Charge per piece of work completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boiler or Central Heating repairs or replacement</td>
<td>£115</td>
</tr>
<tr>
<td>All other completed repairs or replacement</td>
<td>£70</td>
</tr>
<tr>
<td>Annual service or first service</td>
<td>£65</td>
</tr>
<tr>
<td><strong>Type of work completed</strong></td>
<td><strong>Charge from</strong></td>
</tr>
<tr>
<td>Gas Safety Certificate</td>
<td>£24*</td>
</tr>
<tr>
<td>Gas Safety Check and Gas Safety Certificate</td>
<td>£24*</td>
</tr>
<tr>
<td>Electrical Installation Condition Report</td>
<td>£150**</td>
</tr>
<tr>
<td>Boiler IQ installation</td>
<td>£49***</td>
</tr>
</tbody>
</table>

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

**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.

**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.

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.

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**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 0800 294 9123.

I wish to cancel the following products ________________________________

Name ________________________________________________________________
Address ______________________________________________________________
_____________________________________________________________________
Signature _____________________________________________________________
Date __________________________________________________________________
How to make a claim

For a breakdown or repair call 0800 048 1000, go to 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 record calls to help improve our service to you. Calls to 0800 numbers are free from mobiles and landlines.

Other useful contacts

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>A gas escape</td>
<td>0800 111 999</td>
<td></td>
</tr>
<tr>
<td>A first service or annual service visit</td>
<td>0800 294 9678</td>
<td>britishgas.co.uk/ASV</td>
</tr>
<tr>
<td>A general enquiry, to complain or if you’re moving home</td>
<td>0800 048 1000</td>
<td>britishgas.co.uk/contactus britishgas.co.uk/homemove</td>
</tr>
<tr>
<td>If you’re a landlord or tenant</td>
<td>0800 107 7798</td>
<td></td>
</tr>
<tr>
<td>To cancel all or part of your agreement</td>
<td>0800 294 9123</td>
<td></td>
</tr>
<tr>
<td>Alternative formats Braille/large print/audio tape</td>
<td>0800 048 1000</td>
<td></td>
</tr>
<tr>
<td>Textphone for the hard of hearing</td>
<td>18001 0800 316 3772</td>
<td></td>
</tr>
</tbody>
</table>

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