

# Heating Maintenance Contract Renewal & Application



6494



## YOUR DETAILS

Title	Surname	Customer Reference
Address		
Postcode	Telephone Home	Work
Mobile		
Type of Boiler, Make & Model		Approximate Age of Boiler

Please tick option required

- Option 1  £156 (inc. of VAT) per annum or £13.00 per month  
 Option 1A  £186 (inc. of VAT) per annum or £15.50 per month  
 Option 3  £70 (inc. of VAT) per annum or £5.85 per month

Signature
Date

On receipt and acceptance of your advanced payment or Direct Debit mandate, we will plan your service allowing for demand and entry arrangements, and endeavour to complete this during the summer months. If you cancel your agreement before sufficient payment has been made you agree to pay Swale Heating Ltd the cost of any service completed. **Please see terms and conditions and exclusions overleaf and retain yellow copy for your records.**

Please return your completed application form to – Swale Heating Limited, Heard Way, Eurolink Industrial Estate, Sittingbourne, Kent ME10 3SA.

## PAYMENT CHOICES

### PAYMENT CHOICE 1 Payment by Cheque – Annual Payment

Your cheque for £ ..... should be made payable to Swale Heating Ltd. Please write your name and address on the back. Return with completed application form to Swale Heating Ltd.

### PAYMENT CHOICE 2 Payment by Credit Card / Debit Card – Annual Payment

Visa  Mastercard  Delta  Switch  Issue No: .....

Name(s) of Account Holder(s)	Signature(s)
Card Number	
Expiry Date	Date
Security Code	

### PAYMENT CHOICE 3 Payment by Direct Debit – Annual or Monthly Payment

## SWALE HEATING LIMITED

Name and full postal address of your Bank or Building Society

To: The Manager	Bank / Building Society
Address	
Postcode	

Name(s) of account holder(s)

Name(s) of account holder(s)	
Branch Sort Code	Bank / Building Society – account number



### Instruction to your Bank or Building Society

Reference	Service User Number
	6 2 6 1 0 8

#### Instruction to your Bank or Building Society

Please pay Swale Heating Ltd Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Swale Heating Ltd and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)
Date

Banks and Building Societies may not accept Direct Debit instructions for some types of accounts.

This guarantee should be detached and retained by the payer.

#### The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit, Swale Heating Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Swale Heating Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Swale Heating Ltd or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
  - If you receive a refund you are not entitled to, you must pay it back when Swale Heating Ltd asks you to.
- You can cancel a Direct Debit at anytime by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.



## Exclusions to Service and Maintenance Contracts

1. Adjustments to time and temperature controls.
2. Replacement of decorative parts.
3. Any domestic water supply from the hot water cylinder or appliances including taps and showers.
4. Any cold water storage cistern, mains water supply, cold water supply pipework.
5. Inherent defects or inadequacy to the original design of the system / appliance(s) and consequential damage or loss arising from defects.
6. Pipeworks, wiring or flues buried in the fabric of the building including underfloor heating.
7. Any defects or damage caused through malicious or wilful action, negligence, or third party interference.
8. Any defect or damage caused by fire, lightning, explosion, flood, storm, tempest, frost, impact or other extraneous cause.
9. Any defect or damage occurring from a failure of the public electricity, gas or water supplies.
10. Any work arising from hard water scale deposit, system contamination or damage from aggressive water.
11. Removing asbestos associated with repairing the appliance or system. Replacement or repair of unvented hot water cylinders, thermal stores, replacement or repair of fan convectors or immersion heaters and replacement of towel rails, LST and designer radiators.
12. Replenishment of chemical treatments.
13. Complete appliance replacement for any reason.
14. Replacement of internal gas supply pipework.
15. Any increased cost of utilities, lost of water services, loss of earnings, any retrospective cost for items not relating to the repair of the heating components.
16. The cost of any improvements to the heating or hot water services.

## Terms and Conditions

PERIOD OF CONTRACT	The contract will be there for a period of one calendar year from the date of acceptance of the completed application form and an agreed form of payment and subject to an engineer's inspection.
ANNUAL VISIT	A service engineer will inspect the central heating appliance(s) once a year and clean and adjust them as necessary. A visual inspection of the system will also be carried out at this time, and any remedial works actioned or quoted as necessary.
ACCEPTANCE ON TO CONTRACT	Acceptance of a system or appliance(s) on to a contract does not imply that it is installed satisfactorily or to current standards or codes of practice. Or that any spare parts are guaranteed to be available for the appliance.
PAYMENTS AND RENEWALS	The contract renewal date will be the yearly anniversary of the original acceptance date. Renewal notices will be sent in advance of this date. The contract remains valid as long as payment is continued.
CANCELLATION OF CONTRACT	If you cancel your OPTION agreement, we will not normally give a refund. However, you are entitled to a full refund if you cancel within seven working days of acceptance. If you decide to cancel the agreement after this period, we will charge you a pro-rata sum based upon the duration of the contract and division of the total contract sum so long as no claims have been made against this policy. If any claims have been made full payment will be required. Swale Heating Limited reserve the right to terminate the maintenance contract at any time, giving at least one month's notice.

# Heating Maintenance Contract Renewal & Application

When boiler is covered by manufacturers warranty



6494



## YOUR DETAILS

Initial	Surname	Customer Reference
Address		
Postcode	Telephone	Home
	Work	Mobile
Type of Boiler, Make & Model		Approximate Age of Boiler

Please tick option required

- Platinum** £400 (inc. of VAT) prepayment option only - cover for 5 years  
 **Option 2A** £80 (inc. of VAT) per annum or £6.67 per month  
 **Option 2B** £100 (inc. of VAT) per annum or £8.33 per month  
 **Option 2C** £50 (inc. of VAT) per annum or £4.20 per month  
 **Option 5** £28 (inc. of VAT) per annum when taken in conjunction with any other option

Signature
Date

On receipt and acceptance of your advanced payment or Direct Debit mandate, we will plan your service allowing for demand and entry arrangements, and endeavour to complete this during the summer months. If you cancel your agreement before sufficient payment has been made you agree to pay Swale Heating Ltd the cost of any service completed. **Please see terms and conditions and exclusions overleaf and retain yellow copy for your records.**

Please return your completed application form to – Swale Heating Limited, Heard Way, Eurolink Industrial Estate, Sittingbourne, Kent ME10 3SA.

## PAYMENT CHOICES

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Visa  Mastercard  Delta  Switch  Issue No: .....

Name(s) of Account Holder(s)	Signature(s)
Card Number	
Expiry Date	Date
Security Code	

### PAYMENT CHOICE 3 Payment by Direct Debit – Annual or Monthly Payment

## SWALE HEATING LIMITED

Name and full postal address of your Bank or Building Society

To: The Manager	Bank / Building Society
Address	
Postcode	

Name(s) of account holder(s)

Name(s) of account holder(s)	
Branch Sort Code	Bank / Building Society – account number



### Instruction to your Bank or Building Society

Reference	Service User Number
	6 2 6 1 0 8

#### Instruction to your Bank or Building Society

Please pay Swale Heating Ltd Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Swale Heating Ltd and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)
Date

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- If an error is made in the payment of your Direct Debit, by Swale Heating Ltd or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
  - If you receive a refund you are not entitled to, you must pay it back when Swale Heating Ltd asks you to.
- You can cancel a Direct Debit at anytime by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.



## Exclusions to Service and Maintenance Contracts

1. Adjustments to time and temperature controls.
2. Replacement of decorative parts.
3. Any domestic water supply from the hot water cylinder or appliances including taps and showers.
4. Any cold water storage cistern, mains water supply, cold water supply pipework.
5. Inherent defects or inadequacy to the original design of the system / appliance(s) and consequential damage or loss arising from defects.
6. Pipeworks, wiring or flues buried in the fabric of the building including underfloor heating.
7. Any defects or damage caused through malicious or wilful action, negligence, or third party interference.
8. Any defect or damage caused by fire, lightning, explosion, flood, storm, tempest, frost, impact or other extraneous cause.
9. Any defect or damage occurring from a failure of the public electricity, gas or water supplies.
10. Any work arising from hard water scale deposit, system contamination or damage from aggressive water.
11. Removing asbestos associated with repairing the appliance or system. Replacement or repair of unvented hot water cylinders, thermal stores, replacement or repair of fan convectors or immersion heaters and replacement of towel rails, LST and designer radiators.
12. Replenishment of chemical treatments.
13. Complete appliance replacement for any reason.
14. Replacement of internal gas supply pipework.
15. Any increased cost of utilities, lost of water services, loss of earnings, any retrospective cost for items not relating to the repair of the heating components.
16. The cost of any improvements to the heating or hot water services.

## Terms and Conditions

PERIOD OF CONTRACT	The contract will be there for a period of one calendar year from the date of acceptance of the completed application form and an agreed form of payment and subject to an engineer's inspection.
ANNUAL VISIT	A service engineer will inspect the central heating appliance(s) once a year and clean and adjust them as necessary. A visual inspection of the system will also be carried out at this time, and any remedial works actioned or quoted as necessary.
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PAYMENTS AND RENEWALS	The contract renewal date will be the yearly anniversary of the original acceptance date. Renewal notices will be sent in advance of this date. The contract remains valid as long as payment is continued.
CANCELLATION OF CONTRACT	If you cancel your OPTION agreement, we will not normally give a refund. However, you are entitled to a full refund if you cancel within seven working days of acceptance. If you decide to cancel the agreement after this period, we will charge you a pro-rata sum based upon the duration of the contract and division of the total contract sum so long as no claims have been made against this policy. If any claims have been made full payment will be required. Swale Heating Limited reserve the right to terminate the maintenance contract at any time, giving at least one month's notice.

# Landlord's Options Contract Application Form



6494



## YOUR DETAILS

Landlord Name		Customer Reference
Landlord Address		Postcode
Telephone Home	Work	Mobile
Addresses to be covered		
Resident(s)' Name(s)		Telephone
Type of Boiler, Make & Model		Approximate Age of Boiler
Please tick option required Option 1 & 5 <input type="checkbox"/> £184 (inc. of VAT) per annum or £15.33 per month Option 1A & 5 <input type="checkbox"/> £214 (inc. of VAT) per annum or £17.83 per month Option 3 & 5 <input type="checkbox"/> £98 (inc. of VAT) Basic Service & CP1 or £8.16 per month		Signature
		Date

On receipt and acceptance of your advanced payment or Direct Debit mandate, we will plan your service allowing for demand and entry arrangements, and endeavour to complete this during the summer months. If you cancel your agreement before sufficient payment has been made you agree to pay Swale Heating Ltd the cost of any service completed. Please see terms and conditions and exclusions overleaf and retain yellow copy for your records.

Please return your completed application form to – Swale Heating Limited, Heard Way, Eurolink Industrial Estate, Sittingbourne, Kent ME10 3SA.

## PAYMENT CHOICES

### PAYMENT CHOICE 1 Payment by Cheque – Annual Payment

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### PAYMENT CHOICE 2 Payment by Credit Card / Debit Card – Annual Payment

Visa  Mastercard  Delta  Switch  Issue No: .....

Name(s) of Account Holder(s)		Signature(s)
Card Number		
Expiry Date		Security Code
		Date

### PAYMENT CHOICE 3 Payment by Direct Debit – Annual or Monthly Payment

#### SWALE HEATING LIMITED

Name and full postal address of your Bank or Building Society

To: The Manager	Bank / Building Society
Address	
Postcode	

Name(s) of account holder(s)

Name(s) of account holder(s)	
Branch Sort Code	Bank / Building Society – account number



#### Instruction to your Bank or Building Society

Reference	Service User Number
	6 2 6 1 0 8

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Signature(s)
Date

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5. Inherent defects or inadequacy to the original design of the system / appliance(s) and consequential damage or loss arising from defects.
6. Pipeworks, wiring or flues buried in the fabric of the building including underfloor heating.
7. Any defects or damage caused through malicious or wilful action, negligence, or third party interference.
8. Any defect or damage caused by fire, lightning, explosion, flood, storm, tempest, frost, impact or other extraneous cause.
9. Any defect or damage occurring from a failure of the public electricity, gas or water supplies.
10. Any work arising from hard water scale deposit, system contamination or damage from aggressive water.
11. Removing asbestos associated with repairing the appliance or system. Replacement or repair of unvented hot water cylinders, thermal stores, replacement or repair of fan convectors or immersion heaters and replacement of towel rails, LST and designer radiators.
12. Replenishment of chemical treatments.
13. Complete appliance replacement for any reason.
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