

How to contact Warm for Life

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Caring for your essential home services

We care

We can care for your



Boiler



Controls



Central heating



Plumbing



Drains



Gas pipes



Electrics



Gas fires



Welcome to Warm for Life

Warm for Life offers a unique way of caring for your essential home services. Our aim is to keep you warm and safe in your home all year round by providing great value service and maintenance plans for your boiler and other domestic systems. We understand that each home and family has different, individual needs. That's why we've designed our service and maintenance plans to work as flexibly as possible. With Warm for Life, you'll have complete control over choosing the right package for your household.

Caring for your boiler – and much more

Our Boiler Service plan forms the foundations of every Warm for Life package. It's the only plan that we'll always ask you to have. After that, it's up to you to decide which (if any) extra plans you'd like to add.

You can choose from:

- Boiler Maintenance
- Controls Maintenance
- Central Heating Maintenance
- Plumbing Maintenance
- Drains Maintenance
- Gas Pipe Maintenance
- Electrics Maintenance
- Gas Fire Servicing and Maintenance.

Why choose a Warm for Life package?

You'll benefit from:

- A tailored package of plans that meets your exact needs
- Comprehensive cover for your chosen services – it's covered unless we say it isn't
- Genuine value for money with no catches, hidden costs or unreasonable exclusions
- Peace of mind – we're on call 24 hours a day, 365 days a year
- Fast response times, with priority given to vulnerable customers
- Reliable, high quality service from fully-trained engineers.



Mrs Brown's key concern is to keep her central heating system and gas fire in good order so she can stay warm in her home. She chooses our Boiler Maintenance, Central Heating and Gas Fire plans on top of our Boiler Service plan, which forms the foundation of every Warm for Life package.

As you can see, Warm for Life lets you create a home services package that perfectly matches your family's needs and budget. And because we want to offer you the best possible value, you can save money by adding some of our plans together. We call these combination packs. You'll find out more about these and how they work on pages 4 and 5.



About Warm for Life

Warm for the Life is the brainchild of Russell Bowen and Mark Vincent, two seasoned plumbing and heating engineers who've been servicing the Nottingham and Derby areas since 2004.

Over the years, Russell and Mark have listened to countless customers talk about their boiler service and other home care plans. Time and again, the same problems kept cropping up: hidden costs, faceless engineers, lots of exclusions, too much small print...the list goes on.

Russell and Mark wanted to do things differently. Working with a team of experienced engineers, they created a package of home services that tackles these problems head-on and gives customers what they want. The result is Warm for Life.

The Warm for Life ethos

Our approach is simple: we care about you and your home services.

We want you to be warm and comfortable in your house or flat. We want you to feel reassured that your home services are safe and in good working order, but that we're always at the end of the phone if a problem arises. Above all, we want you to be happy with your service and maintenance plans and feel they represent fantastic value for money.

Our promise to you

We will:

- Be open, honest and transparent in all our dealings with you
- Be upfront about all our costs, including call-out fees (see below)
- Provide friendly, helpful and personal service that's tailored to your needs
- Put the interests and safety of you and your family first at all times
- Provide the high standards of workmanship and quality that you should expect from us.

Everything's covered unless we say it isn't

You'll notice that our service and maintenance plans have fewer exclusions and limitations than similar plans from other companies. That's because we've created each of our plans with the needs of your home and family firmly in mind.

Our plans have been designed to provide wide-ranging and affordable cover for your home services, so you can get the maximum benefit from your chosen package. Of course, our plans still feature some exclusions and limitations, as we need to minimise risks and keep our costs as low as possible for our customers, but you can trust us to always be open and honest about these. Please see pages 6 to 14 for more information.

Accidental damage cover

Unlike most of our competitors, all our plans except Gas Fire Servicing and Maintenance include accidental damage cover. That's because we know that, no matter how careful you are, accidents sometimes happen. And when they do, we want to help you put things right where we can.

Keeping costs down

We want to keep the monthly costs of our maintenance plans as low as possible for everyone. We'd also like to reduce the number of unnecessary call-outs we attend, so we can focus on dealing with urgent problems.

Because of this:

• We charge call-out fees

We'll charge a £50 call-out fee each time you ask us to visit your home, except for pre-arranged boiler and gas fire servicing appointments. You'll find more information about our call-out fees on page 16 and also in sections 1b, 6 and 7 of our Terms and Conditions.

• But we also offer free help and advice

We're always happy to offer help and advice on the phone, so please feel free to call us about any non-urgent matters. We can easily talk you through routine tasks such as resetting your central heating timer clock.

We're also planning to put together some simple trouble-shooting guides to help you solve minor problems yourself, such as defrosting condenser boiler pipes. Keep an eye on our website for the latest updates.

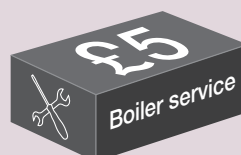
The Warm for Life plans at a glance

The diagrams to the right illustrate the different plans and combination packs available from Warm for Life, and how they might work together.

Our Boiler Service plan will always form the foundation of your chosen package. After that, you're free to add as few or as many plans and/or combination packs as you like, to create a completely bespoke package that meets your household's needs.

The monthly cost for each plan and combination pack is shown in the diagrams to the right. To work out how much you'll need to pay in total for each month, simply add up the costs that apply to your chosen plans and/or combination packs.

Foundation Plan

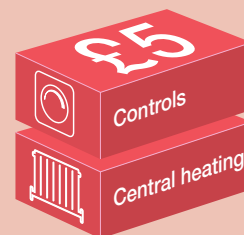


Heating Maintenance Plans

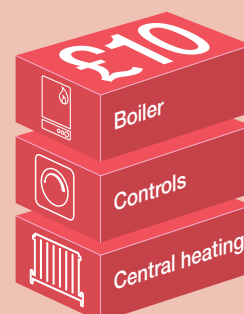


Our Combination Packs

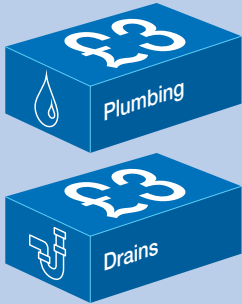
Heating Twin Pack



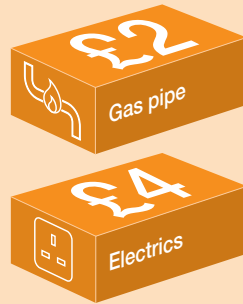
Heating Triple Pack



Water Maintenance Plans



Energy Maintenance Plans



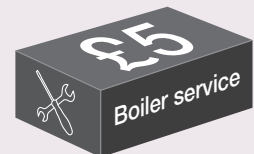
Gas Fire Plan



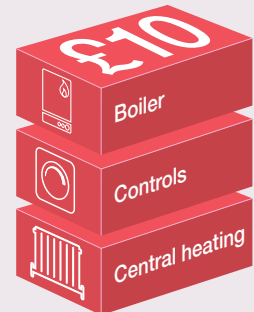
The full Warm for Life Package

If you choose the full Warm for Life package as shown in the diagram below, your monthly payment to us will be just £25 per month.

Foundation Plan



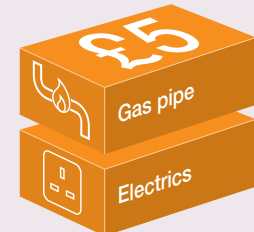
+ Heating Triple Pack



+ Water Pack



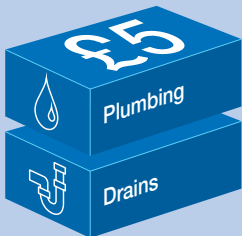
+ Energy Pack



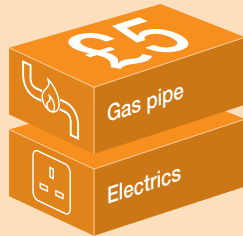
If you'd also like us to cover one or more gas fires in your home, you'll need to add on a monthly cost of £5 per fire to this total.



Water Pack



Energy Pack



Save money with Combination Packs

As you can see, we've put some of our plans together to create money-saving combination packs, which cost less per month than buying each plan individually. You'll find out more about these on pages 8, 9, 11 and 13.

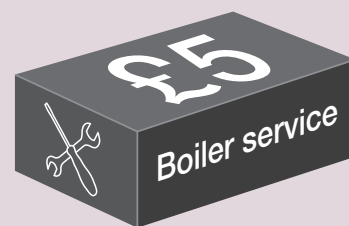
Building your Warm for Life package

As long as your package includes our Boiler Service plan, you're free to mix and match our other plans and combination packs as you choose, to create your very own, customised Warm for Life package.

Boiler Service

Regular servicing will help keep your boiler working safely and efficiently, reducing the risk of breakdowns. With our annual Boiler Service plan, a fully-qualified Warm for Life engineer will visit your home once a year during a pre-arranged, morning or afternoon time slot.

We'll carry out a range of checks on your boiler including a visual inspection, gas pressure check and flue emissions test. After the service, your engineer will tell you about any repairs or other work that might need doing on your boiler. They'll also give you a quote for these if you don't have, or they're not covered by, our Boiler Maintenance plan (see page 7).



What is and isn't included in our Boiler Service plan

Included

A regular service of your boiler, carried out approximately every 12 months

Excluded

Any repairs or maintenance work – please see our Boiler Maintenance plan on page 7 if you'd like cover for these

Removing sludge or hard water scale from your boiler or central heating system. However, we can quote for carrying out a Power Flush at our standard rates if you'd like us to.

Unsafe boilers – see 'Unsafe boilers' below

Please also read our General Exclusions and Limitations on page 17 to find out what's not covered under any of our plans, or where the cover we provide is limited.

Is your boiler eligible?

Our Boiler Service plan is designed for domestic gas boilers of up to 70kW that don't need to be removed from the wall to be repaired. If you have a different type of boiler, we may still be able to cover it under a bespoke plan – please ask us for details.

How our Boiler Service plan works

How your plan works will depend on the age of your boiler when you apply to be a Warm for Life customer.

• Boilers less than 6 months old

If you have a very new boiler, it won't need servicing just yet. So we'll just pop out and give it a free health check (see page 15) to make sure it's eligible for our Boiler Service plan. We'll also inspect any other services you'd like us to cover at the same time. If your boiler and other services are eligible, we'll set up your Warm for Life package and your payments for your chosen plans. Your first boiler service will then take place at a pre-arranged date around 12 months later.

• Boilers more than 6 months old

For older boilers, we'll pre-authorise the cost of your first service (currently £60) on your debit or credit card before arranging your free health check (see page 15). If we find that your boiler is eligible for our Boiler Service plan, we'll service it there and then as part of your health check visit, and charge the cost of the service to your debit or credit card. Your Boiler Service plan, and any other plans that you've applied and are eligible for, will then be set up along with your payments. Your next boiler service will take place around 12 months later. If it turns out that your boiler isn't eligible for our Boiler Service plan, we won't service it and nothing will be charged to your debit or credit card.

Unsafe boilers

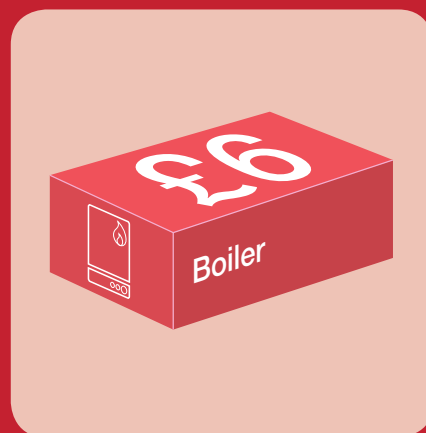
The Gas Safety (Installation & Use) Regulations change quite regularly and, as you expect, we're obliged to implement them. At the moment, this means that if we find that your boiler is unsafe for any reason, we'll have to either turn it off (with your approval) or notify the National Grid. This is for your own safety.

If we find that your boiler is unsafe after your Boiler Service plan has started, our obligations to service your boiler will be put on hold until you've either replaced the boiler or had it repaired to an acceptable standard. If you have our Boiler Maintenance plan, you may be able to have this work carried out under its terms. However, if we're unable to carry out the work there and then, please note that our £50 call-out fee would then apply – see page 16 for details.



Boiler Maintenance

Our Boiler Maintenance plan is designed for boilers that are no longer covered by the manufacturer's warranty. Choosing this plan gives you the reassurance that the cost of routine repairs and replacement parts is covered if something goes wrong with your boiler – helping keep you and your family warm and safe in your home all year round.



What is and isn't included in our Boiler Maintenance plan

Included

Repairing your boiler, provided that it's not beyond economical repair (see below), although we may be able to replace it free of charge in certain situations (see below)

Replacing and fitting broken parts including circular flues (see below), where spares are available

Excluded

Repairing damage caused by sludge, scale and other debris if, at the time of your free health check or previous service, we recommended that you had a Power Flush carried out and you didn't do so

Repairing or replacing square flues (see below)

Any electrical components of your hot water or central heating system which are connected to, but not located inside, your boiler. These would be covered by our Controls Maintenance plan – see page 8.

Please also read our General Exclusions and Limitations on page 17 to find out what's not covered under any of our plans, or where the cover we provide is limited.

Boilers that are beyond economical repair

We might decide that your boiler is beyond economical repair if either:

- The cost of repairing it would be 85% or more of the cost of buying an appropriate replacement boiler, or
- Any genuine, new spare parts that we need to repair your boiler have become permanently unavailable from our approved suppliers.

How we can help you then depends on the age of your boiler, as explained below.

Boilers less than 7 years old*

We'll supply and fit a replacement boiler which we've approved and that's of a similar or better specification than your old boiler, free of charge.

Boilers between 7 and 10 years old

We'll supply and fit a Warm for Life-approved replacement boiler, free of charge if:

- We installed your existing boiler, and:
- It's been covered by our Boiler Service Plan since its installation, and
- You've been covered by our Heating Triple Pack (see pages 8 and 9) since your boiler's manufacturer's warranty expired.

Boilers over 10 years old

We'll offer you a discount of up to 100% off the cost of installing (but not supplying) a new boiler of your choice if:

- We installed your existing boiler, and:
- It's been covered by our Boiler Service Plan since its installation, and
- You've been covered by our Heating Triple Pack since your boiler's manufacturer's warranty expired.

The discount offered would be 10% of the installation fee for each full year that your existing boiler has been covered by our Triple Heat pack. This means that if your existing boiler has been covered by our Triple Heat pack for 10 years or more, your new

boiler will be fitted absolutely free! Of course, if you aren't eligible for free supply or fitting of an approved Warm for Life boiler under one of the above offers, we'll still be pleased to give you a competitive quote, if you wish.

* If we didn't install your boiler, we should have noted its installation date during your initial free health check. However, if we don't have this date on file, we'll need to verify the age of your boiler by asking to see your receipt for installation, your Corgi or Gas Safe registration, or your Benchmark certificate. Otherwise, we'll assume that your boiler is over 7 years old.

Circular or square flue?

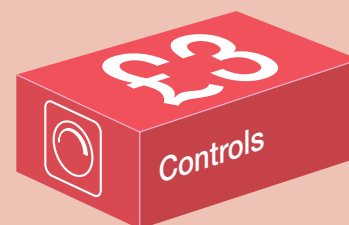
The shape of your boiler flue will determine whether or not we can repair or replace it. This is simply because replacement square flues and spare parts for existing ones are no longer available.

Don't worry if you're not sure whether your flue is square or circular. We'll take a look at your flue during your free health check.

Controls Maintenance

We've designed our Controls Maintenance plan to cover the cost of repairing or replacing the electrical equipment that controls how your heating and hot water systems work. To give an example, if your circulating central heating pump breaks down, then you'll still have no central heating even if there are no problems with your boiler, pipes or radiators.

Having our Controls Maintenance plan gives you the extra peace of mind that, if a fault develops with your control system that stops your central heating or hot water system from working, the cost of repair or replacement will be covered.



What is and isn't included in our Controls Maintenance plan

Included

Repairing or replacing any electrical components of your hot water or central heating system which are connected to, but not located inside, your boiler.

These might include your:

- Programmer
- Circulating central heating pumps
- Motorised zone valves
- Circulating hot water pumps
- Cylinder thermostat
- Room and frost thermostats

Excluded

Any electrical components of your hot water or central heating system located inside your boiler. These would be covered by our Boiler Maintenance plan.

Any pumps not listed opposite.

Please also read our General Exclusions and Limitations on page 17 to find out what's not covered under any of our plans, or where the cover we provide is limited.

Save money by adding our plans together

You can reduce the costs of some of our individual plans by adding them together, as shown opposite. This gives you all the benefits of enhanced protection for a lower price than buying the plans separately.



Central Heating Maintenance

Our Central Heating maintenance plan covers your radiators and associated systems listed below, keeping them in good working order so you and your family can stay nice and toasty during colder weather. No one wants to feel cold in the winter, but we'd especially recommend this plan if your household includes children, vulnerable adults or older people.



What is and isn't included in our Central Heating Maintenance plan

Included

Repairing or replacing:

- Radiators
- Radiator valves
- All water pipes linking your boiler with your radiators and expansion tank.

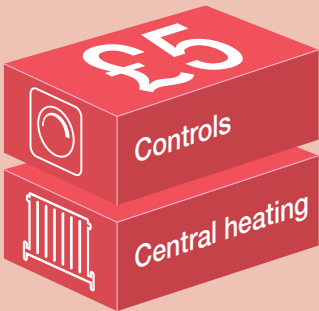
Excluded

Warm air and underfloor central heating systems.

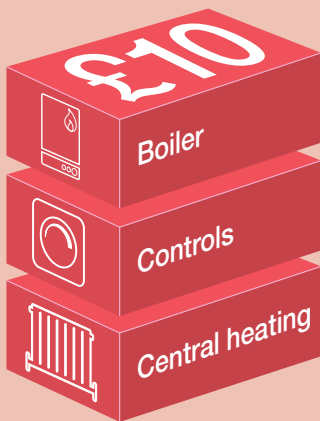
Please also read our General Exclusions and Limitations on page 17 to find out what's not covered under any of our plans, or where the cover we provide is limited.



Heating Twin Pack



Heating Triple Pack



Plumbing Maintenance

Our Plumbing Maintenance plan covers many of the water pipes and plumbing systems in your home, offering valuable reassurance that any faults or damage will be repaired quickly. Having hot and cold water on tap at all times is a 'must' for any household, but we particularly recommend this plan if you care for children, vulnerable adults or older people in your home.



What is and isn't included in our Plumbing Maintenance plan

Included

Repairing or replacing:

- Your mains water supply pipe*. This is the pipe that leads from your property boundary to your internal stopcock. (Please note that cover for your mains water supply pipe is limited to a maximum of £1,000 during any rolling 12 month period. If any work over and above a cost of £1,000 is required, we'll always be happy to provide you with a competitive quote at our standard rates.)
- Stopcocks
- Hot and cold pipework* to your taps, sinks, showers, baths and toilets
- Hot water cylinder and immersion heater
- Plastic cold water storage tank feeding the hot water cylinder
- Leaking overflow pipes*
- Flexible hot and cold water pipes feeding water to your dishwasher and/or washing machine or washer-drier

Excluded

Repairing or replacing your:

- Pipes carrying water or waste from sinks, showers, baths, toilets, washing machines, washer-driers, dishwashers and any similar appliances
- Taps, sinks, showers, baths or toilets, except for replacing rubber tap washers
- Any other bathroom or kitchen fittings
- Pumps, macerators and waste disposals

Please also read our General Exclusions and Limitations on page 17 to find out what's not covered under any of our plans, or where the cover we provide is limited.

* Unlike some of our competitors, we don't exclude steel or lead pipework from our plans. However, we may replace steel or lead pipes with plastic pipes, where we consider this to be appropriate.

Drains Maintenance

It's a fact of life that everyone gets a blocked, cracked or collapsed drain at some point. Our fully-qualified engineers are on call 24 hours a day, 365 days a year to tackle any problems with your drains that are covered by your plan, helping protect your property all year round.



What is and isn't included in our Drains Maintenance plan

Included

As required, accessing, unblocking, repairing and replacing your:

- Grey and foul waste pipes
- Soil and Vent pipes
- Drains. (Please note that cover for repairing or replacing (or both) any collapsed drains at your home is limited to a maximum of £1,000 during any rolling 12 month period. If any work over and above a cost of £1,000 is required, we'll always be happy to provide you with a competitive quote at our standard rates.)

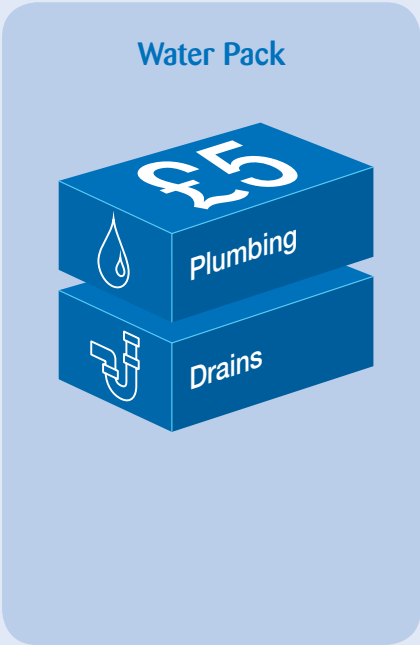
Excluded

- Repairing or replacing your guttering and rainwater pipes
- Creating, replacing or repairing manholes, soakaways, septic tanks, cesspits, treatment plants and their outflow pipes
- Dealing with pipes that are frozen but that haven't suffered confirmed damage
- Repairing or unblocking drains that are primarily used for commercial purposes
- Regularly cleaning or descaling your drains

Please also read our General Exclusions and Limitations on page 17 to find out what's not covered under any of our plans, or where the cover we provide is limited.

Remember!
Save money
by adding
our Plumbing
and Drains
plans together

You can reduce the costs of these two plans by adding them together, as shown below. This gives you all the benefits of both plans at a lower price than buying them separately.



We care

Gas Pipe Maintenance

No one wants to have to deal with a gas leak in their home. But if you take out our Gas Pipe Maintenance plan, at least you'll have the reassurance that we're always on hand to deal with any problems promptly. And at just £2 a month, it's a small price to pay for helping keep your family safe in your home.



What is and isn't included in our Gas Pipe Maintenance plan

Included

Repairing or replacing your gas pipe from the outlet of your gas meter to your boiler and any other appliances in your home.

Excluded

General exclusions and limitations only – please see page 17 for details



"I'd not thought of having cover for gas pipes before – but it's great not to have to worry about it"



Electrics Maintenance

Fixing electrical faults in your home can be time-consuming and costly. But with our Electrics Maintenance plan, you can be confident that any repairs and replacements covered by the plan will be carried out promptly by our fully-trained engineers.



What is and isn't included in our Electrics Maintenance plan

Included

- Repairing or replacing, with our standard, nearest-equivalent parts, your:
- Wiring leading from a single electricity meter to each connected socket and switch in your home
 - Consumer unit (fuse box)
 - Connected sockets, switches and extractor fans
 - Mains-powered doorbells and smoke alarms
 - Electric showers.

Excluded

- The mains electricity supply leading to your consumer unit (fuse box)
- Repairing or replacing any mains-powered electrical appliances not listed opposite.
- Repairing or replacing your immersion heater (you can cover this under our Plumbing Maintenance plan)
- Door entry systems and light fittings
- Central heating, hot water and shower pumps
- Cables encased in rubber or lead (see below)

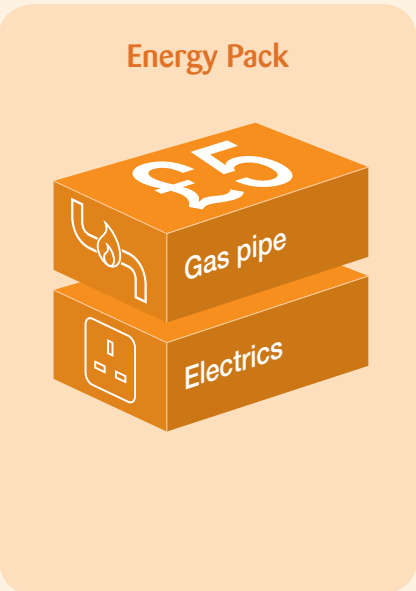
Please also read our General Exclusions and Limitations on page 17 to find out what's not covered under any of our plans, or where the cover we provide is limited.

Cables encased in rubber or lead

Please note that we can't legally repair any cables or wires in your home that are encased in rubber or lead. All we can do is make them safe. You'll then need to arrange for these cables to be replaced with legally-acceptable wiring at your own cost. We'll be pleased to provide a competitive quote for carrying out this work at our standard hourly rates, if you'd like us to.

Remember!
Save money by adding our Gas Pipe and Electrics plans together

You can reduce the costs of these two plans by adding them together, as shown opposite. This gives you all the benefits of both plans at a lower price than buying them separately.



Gas Fire Servicing and Maintenance

There's nothing cosier than a roaring gas fire in the depths of a British winter – and our Gas Fire Servicing and Maintenance plan will help make sure you won't be left out in the cold. Our fully-qualified engineers will service your fire every 12 months or so to make sure it's working safely and efficiently, and if something does go wrong, you can call us out at any time.

Please note that the price shown above for our Gas Fire Servicing and Maintenance plan is per fire. So if you have two or more gas fires in your home, simply multiply the number of fires you'd like us to cover by £5 to work out the monthly cost of your plan.



What is and isn't included in our Gas Fire Servicing and Maintenance plan

Included

- Any gas fire for which you can supply the manufacturer's instructions
- A regular service of each gas fire covered under the plan, carried out every 12 months or so
- Carrying out any required repairs and/or replacing any broken or worn-out parts, where these are available (see below)

Excluded

- Repairs where any necessary replacement parts are no longer available from our approved suppliers (see below)
- Repairing or replacing flues or flue terminals
- Chimneys or brickwork
- Repairing or replacing ceramic coals, pebbles, logs and remote controls
- Accidental damage

Please also read our General Exclusions and Limitations on page 17 to find out what's not covered under any of our plans, or where the cover we provide is limited.



Servicing your gas fire

When you apply for your Gas Fire Servicing and Maintenance plan, we'll pop out and give your fire a free health check (see page 15) to make sure it's eligible. We'll also inspect any other services you'd like us to cover at the same time.

If your gas fire and other services are eligible, we'll set up your Warm for Life package and your payments for your chosen plans. Your first gas fire service will then take place at a pre-arranged date around 12 months later.

What happens if replacement parts are no longer available?

Like many household appliances, the way that gas fires are designed and built is constantly changing due to advances in technology. This means that genuine, new parts for older models may no longer be available from our approved suppliers.

If we find that this is the case when you call us out to maintain your gas fire, we won't be able to repair it.

Instead, we'll cancel your Gas Fire plan for that fire and refund all costs that you've paid to us in relation to it since our last visit within the previous 12 months.

If you have one or more additional fires that are still covered under their own Gas Fire plans, these plans will remain in place as before.

Unsafe gas fires

The Gas Safety (Installation & Use) Regulations change quite regularly and, as you expect, we're obliged to implement them. At the moment, this means that if we find that your gas fire is unsafe for any reason, we may have to disconnect it for your own safety.

Depending on the nature of the fault, we'll then tell you whether we can repair your fire. As noted above, we won't be able to do this if approved spare parts are no longer available.

Getting started with Warm for Life

Who's eligible for a Warm for Life package?

You can apply for our Boiler Service plan and your choice of other plans if:

- You have a domestic (up to 70Kw) gas central heating boiler that doesn't need to be removed from the wall to be repaired
- You live in Nottinghamshire or Derbyshire*
- You're the owner-occupier of the property you want us to cover (please see our separate brochure if you're a landlord)
- The house or flat in question has 5 or fewer bedrooms and a maximum of 2 toilets*
- Your boiler and/or any other services you want us to cover are safe and in good working order (see below)

* Please ask us for an individual quote if you live outside these areas and/or your home has more than 5 bedrooms and/or more than 2 toilets.

Please also note that:

- You must be eligible for our Boiler Service plan and remain a member of this plan to apply for any of our maintenance plans.
- Any maintenance plans you choose must cover home services located at the same property as the boiler you've asked us to cover under your Boiler Service plan.

The application process

1. Please complete and sign the application form enclosed in this brochure and return it to us along with your completed Direct Debit form. You can choose to pay for your plans monthly or annually.
2. We'll contact you to arrange a free health check of your boiler and any other services you'd like us to cover, to make sure they're eligible for your chosen plans.

3. If or when we find that your services are eligible (see below), you'll be accepted onto your chosen plans.

4. We'll then set up your Warm for Life package and confirm the date that your cover will start.

5. We'll also set up your monthly or annual Direct Debit payment.

Your free health check

As you'd expect, we can only cover services that are already safe and in good working order. That's why we'll always carry out a free health check before accepting you as a Warm for Life customer.

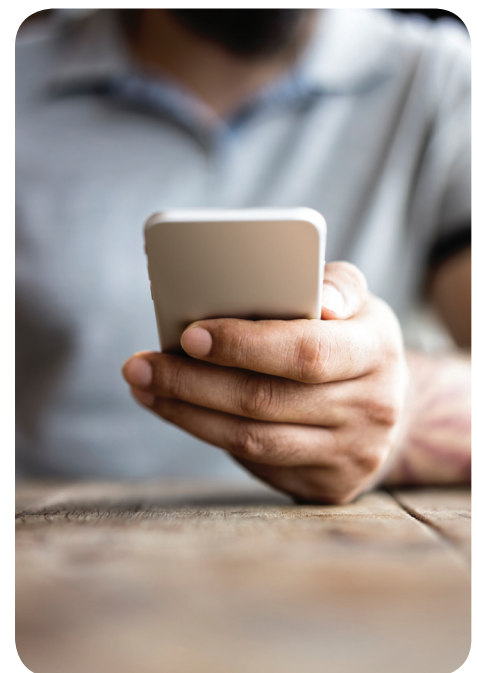
During this visit, we'll complete a detailed survey sheet for each service we've inspected, indicating whether or not we're prepared to cover it under the relevant plan. We'll then ask you to sign the survey sheet to confirm that you accept our findings and that you're happy to proceed with any pre-acceptance repairs, other work or special conditions that we've recommended.

Pre-acceptance repairs and other work

Sometimes, repairs or other work might be needed to make your services eligible for your chosen plans. This could include taking reasonable steps to help prevent problems in the future. For example, for Plumbing Maintenance, we might ask you to fit pipe lagging to stop vulnerable pipes bursting in the winter.

We'll be happy to carry out the required work or repairs for you if you wish, and will quote and charge for this at our standard rates**.

Alternatively, you're welcome to ask someone else to do the work. However, in the case of repairs, your services will need to pass a second health check before we can accept you as a Warm for Life customer. We'll charge our standard call-out fee of £50 for this repeat visit.



** Please note that your payment will need to be pre-authorised, but we won't take any money from your account until we've completed the work.

Special conditions

During our health check, we might find that you have an unusual set-up in your home which will make it more difficult or expensive for us to service and maintain your equipment. For example, a long vertical flue attached to your boiler, or a design flaw that makes certain problems more likely to happen.

In such cases, we might still be able to cover these services under your chosen plans, but with special conditions that make it feasible for us to accept you as a Warm for Life customer. For example, we might add some extra exclusions, or increase the standard call-out fee on the affected plans.

We'll always clearly explain our reasons for doing this before asking you to sign your survey sheet.

Being a Warm for Life customer

Setting up your Warm for Life package

As soon as we find that all your services are eligible for your chosen plans and we've agreed on any special conditions, we'll set up your Warm for Life package. We'll also set up your monthly or annual Direct Debit payments.

Then, we'll confirm to you by email or in writing the date that your chosen plans will come into effect and your cover will start, along with confirmation of your monthly or annual payment dates.

Additional payments

The cost of your Warm for Life package will be covered by your monthly or annual payments, as noted above. However, the cost of any call-out fees and any work or repairs not covered by your plans isn't included in these payments. You'll need to pay for these costs separately and we've explained how this works below.

• Call-out fees

We'll charge you £50 each time you call us out to your home, except for pre-arranged boiler and gas fire servicing appointments. This is a 'by incident' fee, so if we need to visit your home more than once about the same matter (for example, with additional spare parts), then we won't charge a second fee.

Each call-out payment will need to be pre-authorised, but we won't take any money from your account until we've completed the relevant work.

Please see page 3 and also sections 1b, 6 and 7 of our Terms and Conditions on page 18 for more information about our call-out fees

• Non-covered work and repairs

If you need work or repairs carrying out that aren't covered by your plans, we'll be happy to provide a competitive quote for parts and labour at our standard hourly rates.

Calling us out

For your peace of mind, our fully-qualified engineers are on call 24 hours a day, 365 days a year to carry out repairs and maintenance that are covered under your plans. When we've set up your Warm for Life package, we'll tell you how to request a call-out by phone or email, including our emergency 24/7 phone number.

Our engineers will always be smartly presented in the Warm for Life uniform and carry identity cards, which they'll show you when they arrive. However, if you're in any doubt over the engineer's identity, please call us on the number shown on your Warm for Life welcome pack and we'll verify their identity before you let them into your home.

Our response times

Our target response time to your call-out is 12 hours and we'll always aim to get to you within 48 hours. Please rest assured that we'll always prioritise your call-out if someone living in your home is classed as vulnerable. This includes babies and infants, people who are elderly, disabled or chronically ill. Please tell us about any vulnerable people in your household when you complete our application form.

At very busy times such as during bad weather, it might take longer than usual for an engineer to reach you if you're a non-vulnerable customer. At such times, we'll prioritise our call-outs based on factors such as your access to heating, toilet facilities and fresh water.

Adding new plans and packs

You can enhance your Warm for Life package by adding in extra plans and packs to cover additional equipment in your home, for example, when the manufacturer's warranty has run out. You can add new plans and packs at any time – you don't need to wait for your renewal notice to arrive.

We'll always charge you our best package price for covering your home services with Warm for Life. So if adding a new plan means that you're now eligible for a combination pack, you'll start saving money straight away.

Renewal and cancellation

Each plan and pack in your Warm for Life package will run for 12 months from the date your cover starts. You can't cancel your package, or any individual plans or packs within it, during this initial period.

A few weeks before the renewal date of each plan or pack, we'll write to you to remind you that it's due for renewal. We'll also tell you about any changes to our monthly costs or to the level of cover provided, and give you the opportunity to cancel or add (see below) new plans or packs if you wish.

However, unless you tell us you'd like to cancel, each plan* or pack will be automatically renewed after 12 months, so you don't lose any cover by forgetting to renew with us. Once your cover's been renewed, it will run for another 12 month period after which you'll again have the opportunity to cancel or amend it.

Please see section 13 of our Terms and Conditions for more information.

*** Please note that if you cancel you Boiler Service plan, all other plans and packs will also be cancelled at the same time. This is because Boiler Service forms the foundation of every Warm for Life package.**

Cancelling part of a combination pack

If you want to cancel a plan that's part of a combination pack, the pack will be cancelled. We'll then amend your overall package cost accordingly. Please note that cover will always be continuous for the plans you want to keep.



Recommend a friend

If you become a Warm for Life customer and you're happy with our services, please consider recommending our services to your friends, family and colleagues. To say 'thank you' for your referrals, we'll give you:

- A free carbon monoxide detector for each person you recommend who signs up to a Warm for Life package and stays with us for at least 12 months, or
- A free Magnaclean, which we'll fit to your central heating system, if you 'save up' your referrals and successfully recommend five people to Warm for Life.

To make sure you receive your reward, please ask the person you're referring to complete the relevant section of our application form before returning it to us.

General exclusions and limitations

As we explained on page 3, we want to keep the monthly costs of your Warm for Life package as low as possible. To help us do this, and to reduce risk to our business, there are some things that we can't cover, or where the cover we can provide is limited.

We've set out below the general exclusions and limitations that apply to our service as a whole. To help set your expectations for our maintenance plans, we've also briefly defined what is and isn't maintenance.

What we can't cover

We can't provide maintenance cover for:

- Any equipment that's still within the manufacturer's warranty or guarantee period.
- Pipes that are encased by, or lie underneath, concrete.
- Damage or faults caused by a third party, other than one of our approved sub-contractors.

- Intentional damage to your equipment or services.
- Damage or faults which are covered by any other insurance policy you hold.
- Anything for which you're not legally responsible, such as pipes, cables and drains located outside your property's boundary.
- Damage or faults caused by extreme weather events and conditions, such as earthquake or hurricane*.
- Damage or faults caused by fire, explosion, subsidence or structural repairs.
- Damage caused whilst your home was unoccupied for four weeks or more.

* Please note that we will cover damage or faults which aren't covered by any other insurance policy you hold and that are caused by snow, ice, frost or lightning unless we've asked you to take specific preventative steps as a condition of accepting you as a Warm for Life customer (such as lagging vulnerable pipes to help stop them freezing and bursting), and you haven't done so.

When our cover is limited

- We can't cover any faults that arise with your boiler, controls or central heating during the first 14 days of the relevant Warm for Life plan, unless we installed the equipment and have maintained it ever since.
- Any obligation we have to replace parts under a particular plan or pack will be limited to a total of £250 during the first three months of cover.
- During any 12 month period, any obligation we have to access pipes or cables in your walls or under your floors, and to make good the relevant repair afterwards, will be limited to £1,000.
- If any genuine, new spare parts that we need to repair a covered appliance have become permanently unavailable from our approved suppliers, then we won't be able to repair the appliance and it will have to be replaced. In some situations we may be able to contribute to, or even cover the full cost of, supplying and/or installing a new appliance – please see individual plans for full details.

Limitations around working in your home

- Despite regular servicing, equipment sometimes fails and this can damage other items in your home. Please note that we can't cover the cost of repairing or replacing these items unless the equipment covered by your Warm for Life package failed because we didn't service or maintain it properly.

- If we need to access pipes or wires behind built-in units or appliances, we might ask you to arrange for these to be removed before we start work and replaced when we finish. This removal and replacement will be at your own cost and risk.
- If we need to access pipes or wires buried inside a wall, we'll make all reasonable efforts to limit mess, and we'll make the surface good afterwards to a flat plaster finish. However, your cover doesn't include us arranging or paying for any necessary redecoration of your room.
- If we need to access pipes or wires which are under a floor*, we'll re-lay any disturbed floorboards. However, your cover doesn't include us arranging or paying for the re-laying of your carpets or other floor-coverings, or for replacing them if we can't lift them without damaging them.

* Please note that we can't cover pipes that are encased in or lie underneath concrete, as noted above.

What is and isn't maintenance?

Maintenance is: providing routine repairs to the services or equipment covered by the relevant Warm for Life plan. In most cases, maintenance also includes replacing any broken or worn-out parts that are stopping your services from working properly.

Maintenance isn't: carrying out any work, or providing any upgrades or replacements not required as a direct result of your equipment being damaged or developing a fault. For example, if your gas fire breaks down, we'll restore it to safe working order but we can't repair any cosmetic damage or replace any decorative parts such as ceramic coals, logs or pebbles.

If you're not sure, please just ask

You can trust us to be open and honest about what is and isn't covered by your Warm for Life plans. So if you're in any doubt, please just ask – we're always at the end of the phone.

And remember: if your equipment's installed correctly, then everything's covered unless we tell you it isn't!

Terms and Conditions

These Terms and Conditions are a legal document that will bind us both. We've tried to make them both clear and fair, but if there is anything You don't understand or are unsure about, please discuss it with Us before placing Your order.

1. In these Terms and Conditions:

- a. 'Brochure' refers to this document as amended by any information We supply to You in advance of You renewing Your Plan(s)
- b. 'Call-Out Fees' means the per incident fees payable, as shown in the Brochure, in respect of any maintenance call-outs under Your Plan(s). These fees are payable in addition to the monthly fee for the Plan(s) shown in the Brochure.
- c. 'Fees' means the fees payable to Us by You for the provision of the Works as set out in the Brochure. This includes the Call Out Fees;
- d. 'Plan(s)' means the service or maintenance plan(s), pack(s) or package described in the Brochure which You have made a successful application to become a member of, and in respect of which Your membership has not been terminated.
- e. 'We' 'Us' and 'Our' refers to Warm For Life Ltd which has an office at 19 Elswick Drive, Beeston, Nottingham NG9 1NQ
- f. 'Works' means any and all works to be carried out by Us in accordance with the Plan(s);
- g. 'You' and 'Your' refers to you, the person whose application to join one or more of the Plan(s) has been accepted by Us;

2. We will use all reasonable endeavours to carry out the Works and to attend Your premises in accordance with any time schedule or response times set out in the Brochure or otherwise agreed with You. However, unforeseeable circumstances (including the unavailability of genuine, new, spare parts from approved suppliers,) may cause delays for which We cannot be held responsible and so no warranties can be given regarding time frames. Time will not be of the essence in determining whether We have complied with Our obligations to You.

3. We will use all reasonable care and skill in providing the Works and, except whilst Fees remain unpaid as indicated in paragraph 10 below, will rectify any faults in them which are caused by Our negligence provided You notify Us of them in writing within 12 months from Our completion of the Works. Further, We will provide You with reasonable assistance in making valid claims under any warranty provided by the manufacturers of equipment We supply to You in the course of providing the Works. Please note, however, that if any 'fault', upon investigation, turns out not to be due to either Our faulty workmanship or any fault in any materials that We have used, then We reserve the right to charge You for Our time spent in investigating and rectifying the matter at Our then current rate for such services, plus all reasonably incurred out of pocket expenses.

4. We will be entitled to cease the Works immediately if We discover asbestos at Your property, and will not be obliged to re-commence the Works until We are reasonably satisfied that it is safe for Us to do so.

5. Where the Works require Us to disconnect the power supply to some or part of Your property for a period of time, We will try to give You notice of the disconnection. It will then be Your responsibility to ensure that all computer and other sensitive equipment is properly shut down prior to the disconnection, to avoid any damage or loss of data. We will not be responsible for any losses incurred as a result of a planned disconnection where We have made reasonable endeavours to give You notice.

6. Call-Out Fees are 'per incident'. Accordingly, if We need (or You ask Us to carry out) Works which are unrelated to those We were called out to deal with, We reserve the right to charge a second Call-Out Fee. We may also have to schedule a repeat visit to deal with the unrelated Works if they are not urgent.

7. If We are unable to gain access to the relevant part of Your property at the time We have previously agreed with You, or if We reasonably consider that it would be unsafe for Us to do so, We will be entitled to charge a second Call-Out Fee for any re-arranged visit.

8. You will be responsible for removing any trade waste We create at Your own expense.

9. We will not be liable for any consequential or indirect losses You suffer, including necessary damage caused to decorations during rectification works carried out under paragraph 3 above and any loss or damage You suffer (for example due to water leaks) as a result of any fault in Your system or equipment which We have not caused. Further, (to the extent permitted by English law, and not beyond,) Our total liability to You for negligence or breach of contract is limited to a sum equivalent to the Fees. For the avoidance of doubt, this provision is not intended to exclude or limit Our liability for death or personal injury caused by Our negligence. (Nothing in these Terms affects Your statutory rights as a consumer.)

10. If there is any delay in payment of the Fees, We will be entitled to withhold providing any remaining Works (without penalty) until such time as payment is made.

11. Risk in any materials delivered to You in relation to the provision of the Works will pass to You upon delivery, and so You are advised to take appropriate precautions to prevent any loss or damage of them. However, We will retain ownership of those materials until all payments due to Us in respect of them have been paid in full. Accordingly, You authorise Us to enter the site at which the Works are or were to be provided, and to remove any materials (at any reasonable time,) for which We have not yet received payment in full.

12. We may terminate Your Plan(s) at any time, without liability, by giving You notice in writing, if You:

a. threaten or abuse, or allow any other person to threaten or abuse, any of Our staff or sub-contractors in any way – either verbally or physically – or behave in any other unreasonable manner towards Our team; or

b. fail to pay any Fees due to Us, on time, on more than one occasion.

13. If You choose not to extend Your Boiler Service Plan when it falls due for renewal, all Your other Plan(s) will automatically terminate on the same date. In that case, We will refund to You any Fees which We have received in respect of the terminated Plan(s) pro-rata to the unexpired portion of the original term(s).

14. Your Plan(s) are designed for owner-occupied properties only and will automatically terminate on the date You sell Your home or let it to a third party. In this case, both Your and Our obligations under the Plan(s) will cease and You will not be entitled to a refund of any of the Fees You have already paid. However, where You are letting Your home, then if You take out one of Our Landlord's plans, any advance Fees received will be credited to Your new plan.

15. When We carry out any Works, We may recommend that additional work is carried out to improve the performance of Your systems, reduce the risk of future malfunctions or ensure continued compliance with current safety regulations. These additional works are not compulsory. However, the safety regulations applying to the use of gas appliances do change quite regularly and We are obliged to implement them. Accordingly, if You choose not to follow Our recommendations and We reasonably believe that Your equipment is unsafe, We may be required to disconnect it (with your approval), or notify the National Grid, for Your own safety. Further, if We believe that failure to comply with Our recommendations will expose Us to unreasonable risks in terms of future call-outs, We will be relieved of all future obligations to You under the relevant Plan(s) unless and until the recommended additional works have been carried out either by Us or to Our satisfaction.

16. These Terms and Conditions, together with the Brochure, and Your application form for Your Plan(s), (which You confirm contains accurate information), represent the entire agreement between You and Us and replace any prior written or verbal agreements. Any amendments to the agreement must be agreed in writing by both You and Us.

17. No waiver of any of Our rights will be binding unless that waiver is given in writing. Neither will any waiver granted by Us prevent the exercise of any other right(s) We may have against You for subsequent breach of the same or a different provision.

18. If any provision of these Terms and Conditions is legally incapable of being enforced, it will automatically be replaced by an alternative provision which achieves, so far as is practical, the objectives of the original provision.

19. These Terms and Conditions will be interpreted in accordance with English Law and disputes arising out of them will be exclusively subject to the jurisdiction of the English Courts.

Application form

Please fill out the application form below and return to: Warm for Life Ltd 19 Elswick Drive Beeston Rylands Nottingham NG9 1NQ

Name:	Postcode:
Address:	Contact number:
	Mobile:
	Email:

Plans Req: Please tick	Boiler Type: Please tick	Locations:	If you have been recommended by a friend please fill out their name and address below. Name: Address: I have read and accept: The details of the plans/packs I have chosen as set out in pages 6 to 14. The General Exclusions and Limitations on page 17. The Terms and Conditions on page 18. Please sign and date here: If there is anything you don't understand or are unsure about, please contact us to discuss before signing and submitting your application.
Boiler Service	Combi	Stop Tap:	
Boiler Maintenance	System	Gas Meter:	
Controls Maintenance	Regular	Electric Consumer Unit:	
Central Heating Maintenance	Unknown		
Plumbing Maintenance	Make:		
Drains Maintenance	Model:		
Gas Pipe Maintenance	Date installed:	All services working correctly? Please tick	
Electrics Maintenance	Gas Appliances: Please tick	Yes	
Gas Fire(s)	Boiler	No	
Combination Packs Req: Please tick	Hob*	Are there any vulnerable people living at this property Please tick	
Heating Twin Pack	Cooker*	Yes:	
Heating Triple Pack	Fire	No:	
Water Pack			
Energy Pack			

* This is for our information only. These appliances are not covered by the Warm for Life plans.