

Premier Boiler Solutions Ltd — Boiler Service Plan

Terms & Conditions

Version 1.0 · 18 September 2026

1. Who we are

These terms are between you ("the Customer") and **Premier Boiler Solutions Ltd** ("we/us/our") of 2 Hadfield Road, Heckmondwike, West Yorkshire, WF16 9PN. Company number 16825158. Gas Safe registration number 957376.

You can contact us at **07951 717095** or **premierboilersolutions@gmail.com**.

2. The plans

We offer two monthly plans. Both are domestic, single-property plans.

Plan 1 — Boiler Service Plan — £8.99 per month

- One annual boiler service
- Free call-out and diagnosis in the event of a breakdown
- 10% discount on repairs
- 10% discount on boiler installations (replacements)

Plan 2 — Boiler Service + Gas Safety Plan — £10.99 per month

- Everything in Plan 1
- One annual gas safety check and certificate

New customer offer — new customers pay half price for their first month. After the first month the standard monthly price for the plan applies.

Plan benefits are personal to the Customer and the property named at sign-up and are not transferable without our written agreement.

3. Eligibility

To take out a plan:

- The boiler must be **in working order at the start of the plan**, with no known

fault or leak;

- The boiler must be **domestic** and installed in the property named at sign-up;
- You must be the homeowner, or have the owner's permission to arrange cover;
- The boiler must be serviced and maintained in line with the manufacturer's

instructions.

We may decline a plan, or apply a waiting period, where the boiler's age, condition, type or service history makes cover unsuitable. We may require a pre-cover inspection.

4. Price and payment

- Plans are **billed monthly in advance** by **Direct Debit**.

- Payments are collected by our payment provider, **GoCardless**, under the

Direct Debit Guarantee. Your bank details are provided directly to GoCardless and are never held by us.

- We will give you at least **10 working days' notice** of any change to the

amount or date of collection.

- If a payment fails, we will contact you. Cover may be **suspended** while a

payment is outstanding, and the plan may be cancelled if payment is not made.

- Prices may change. We will give you at least **30 days' written notice** of any

price increase. You may cancel before it takes effect.

- Plan payments are collected **solely for your plan**. They are not connected to

any finance or credit agreement you may have for installation work. Finance is arranged separately and provided by the lender, and no finance payments, loan repayments or deposits are collected through GoCardless.

5. What is included

Annual service — one boiler service in each 12-month period of the plan, to the manufacturer's specification, carried out by a Gas Safe registered engineer. This includes a visual inspection, flue gas analysis where applicable, cleaning of components as required, and a service record.

Gas safety check and certificate (Plan 2) — one gas safety check in each 12-month period, with a certificate issued on completion. This covers the boiler only unless otherwise agreed in writing.

Breakdown call-out and diagnosis — in the event of a breakdown, we will attend and diagnose the fault at no call-out or diagnosis charge. There is no limit on the number of call-outs in the plan period. **Repair work and parts are chargeable**, at our standard rates, less the 10% plan discount.

Discounts — 10% off our standard repair prices and 10% off the price of a boiler installation quoted by us, while the plan is active and paid up to date.

6. What is not included

The following are excluded, unless we agree otherwise in writing:

- Repairs, parts and labour (these are chargeable at the discounted rate);
- Faults present, or reasonably foreseeable, at the start of the plan;
- Damage from sludge, scale, corrosion or poor water quality;
- Damage caused by lack of servicing or maintenance;
- Damage caused by third-party work, DIY, or unauthorised parts;
- Damage from frost, fire, flood, storm, vermin or accidental damage;
- Boilers over 15 years old, or obsolete/unavailable parts;
- System flushing, powerflushing, inhibitor, or system upgrades;
- Thermostats, controls, radiators, pipework, cylinders or other system parts

(unless stated);

- Commercial, landlord-multiple, or non-domestic premises;
- Consequential loss, including loss of heating or hot water, or damage to

property or belongings;

- Any work needed to bring an installation up to current regulations.

Safety works — where an engineer identifies an immediate danger (for example an unsafe flue or a gas leak), we are legally required to make safe. This may include capping the appliance. Making safe is included; the repair to return the appliance to service is chargeable.

7. Booking, access and appointments

- Services and gas safety checks are by appointment; we will contact you when due.
- Annual services are due 12 months after the previous service.
- You must provide safe access to the boiler and any relevant controls, and keep

the appointment. If you miss an appointment without reasonable notice, we may charge a missed-appointment fee of £45.

- Where a service cannot be carried out for access reasons, the visit is treated

as used.

8. Your right to cancel

- You have **14 days from the start of the plan** to cancel and receive a full

refund of any payments made, unless an appointment has already been carried out at your request — in which case we may charge for the work done.

- After that, the plan is **rolling monthly**. You may cancel at any time by

giving us **30 days' written notice**. Payments already made are not refunded for the period used, and any service already carried out will be charged at our standard (non-plan) price.

- To cancel a Direct Debit you may also contact your bank at any time. Cancelling

the Direct Debit does not by itself cancel the plan; please tell us too.

9. Ending the plan

We may cancel or suspend the plan immediately if:

- You do not pay;
- You give us false or misleading information;
- You are abusive or threatening to our staff or engineers;
- We reasonably believe there is fraud or misuse.

If we cancel for a reason other than your breach, we will refund any unused proportion of payments made.

10. Liability

Nothing in these terms limits our liability for death or personal injury caused by our negligence, for fraud, or for anything else that cannot be limited by law. Subject to that, our total liability in any 12-month period is limited to the total plan payments made by you in that period. We do not exclude liability for services performed without reasonable care and skill under the Consumer Rights Act 2015.

11. Complaints

Contact us at premierboilersolutions@gmail.com or 07951 717095. We will acknowledge within 5 working days and aim to resolve within 8 weeks.

12. Changes to these terms

We may update these terms. We will give you at least 30 days' notice of changes that materially affect you, and you may cancel before they take effect.

13. Governing law

These terms are governed by the law of England and Wales.

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,

GoCardless Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request GoCardless 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 GoCardless 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 GoCardless Ltd asks you to.

- You can cancel a Direct Debit at any time by simply contacting your bank or

building society. Written confirmation may be required. Please also notify us.