



TERMS AND CONDITIONS OF A BOILER ANNUAL SERVICE

1. THE ANNUAL SERVICE

- 1.1 Ideal Heating will endeavor to complete works on time, however, Ideal Heating and or our approved contractors will not be held liable for any delays which are outside of Ideal Heating's control.
- 1.2 The attending engineer will provide an estimated time of arrival on the morning of the appointment.
- 1.3 Ideal Heating's engineer will assess what is required to be completed in the annual service, please refer to the boiler's installation and servicing guide for specific details of the service requirements for a boiler, but in general see the list below:
 - 1.4.1 Check the flue emissions.
 - 1.4.2 Check the outer casing.
 - 1.4.3 Check the gas consumption.
 - 1.4.4 Check the water pressure in the system.
 - 1.4.5 Check all seals and grommets.
 - 1.4.6 Check and clean parts, if necessary and where required.
 - 1.4.7 Check for any water leaks (inside the boiler only).
 - 1.4.8 Any defects will be logged and discussed with you accordingly. Any potential remedial works required will be advised.

2. ACCESS

- 2.1 Access to the property and the boiler must be made available upon the engineer's arrival.
- 2.2 Should there be any parking restrictions, Ideal Heating must be made aware of these prior to the engineers visit and all the necessary arrangements for parking sorted in advance of the engineer's arrival (including permits).
- 2.3 Dogs and other pets should be kept away from the area where the boiler is located to keep the engineer safe.
- 2.4 The area where the boiler is located must be free from clutter to enable the engineer to work safely.
- 2.5 Should the boiler be located in a loft or attic certain criteria must be met for Ideal Heating's engineer to complete the annual service safely. Such criteria includes but is not limited to a fixed loft ladder, fixed and stable floor boarding, adequate lighting and no access obstructions.
- 2.6 Where a boiler is located at height, the customer must notify the Customer Service representative of this at the time of booking. Ideal Heating cannot be held liable for any costs or inconvenience arising should the attending engineer deem the boiler unsafe to access or work on due to its height and/or location.
- 2.7 The boiler installation needs to allow for minimum clearances to enable the engineer to complete the annual service. Guidance upon the specific clearances can be found in the boiler's installation and servicing manual.
- 2.8 Engineers will only attend to boiler products where it is considered by the engineer that the installation does not pose a risk to health and safety.

3. PAYMENT

- 3.1 The price of a non-contract annual service is £95.00 inclusive of VAT.
- 3.2 Payment is to be made in full prior to an annual service being booked and confirmed.
- 3.3 Payment is to be made by debit or credit card methods only.

4. OTHER

- 4.1 The attending engineer will complete the annual service section in the Manufactures Instructions booklet if it is made available and presented to them at the time of the visit.
- 4.2 Ideal Heating is not liable for any other costs or expenses caused by or arising as a result of the annual service on an Ideal Boiler.
- 4.3 Ideal Heating is not liable for any other costs incurred during delays in the annual service on an Ideal Boiler.
- 4.4 Ideal Heating reserve the right to charge or retain a call-out and inspection fee of £65.00 whereby, but not limited to:
 - 4.5.1 The customer fails to provide access on the day of the scheduled visit.
 - 4.5.2 The appointment is cancelled without sufficient notice (e.g. less than 24 hours).
 - 4.5.3 The engineer attends and identifies that the work required falls outside the scope of a standard annual service (e.g. repairs, part replacements, or remedial work).
 - 4.5.4 The system is found to be in a condition that prevents a service from being completed in a single visit.
 - 4.5.5 The boiler or system has been modified, incorrectly installed, or tampered with, requiring additional inspection time.
 - 4.5.6 Incorrect or incomplete information was provided at the point of booking, resulting in a visit that cannot be fulfilled as expected.
 - 4.5.7 The boiler or associated components are not reasonably accessible at the time of the visit.
 - 4.5.8 The system water quality falls below acceptable parameters and requires additional flushing, treatment, or reinspection beyond the standard service scope.
 - 4.5.9 The engineer identifies a safety issue that requires the system to be isolated.

IMPORTANT NOTES:

By making a booking for an 'Annual Service' on a boiler, you are agreeing to these terms and conditions.

This annual service is not a landlord safety check. Ideal Heating does not offer or provide a Landlord Safety Check / Landlord Gas Safety Certificate (CP12) as part of this or any other service.

Ideal Heating is a trade name of Ideal Boilers Limited and associated Group Companies.

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