



TERMS AND CONDITIONS OF A ONE-OFF FIXED PRICE REPAIR

1. THE ONE-OFF FIXED PRICE REPAIR

Ideal Heating offers an out of warranty 'One-Off Fixed Price Repair'. The cost for a Fixed Price Repair is £359.00, this price includes the call out charge along with all parts and labour required to undertake the inspection, diagnosis, and repair on the boiler. This offer is subject to the conditions set out below.

2. PAYMENT

The price is based upon a call out charge and inspection of £99.00 and a repair price of £260.00, both are inclusive of VAT. The combined cost is to be paid in full, upon booking, by credit or debit card.

3. THE REPAIR

In the event of an Ideal Heating engineer attending and not being able to complete the repair, due to but not limited to the following:

- 3.1 The boiler being 'Beyond Economical Repair' (BER).
- 3.2 That in the opinion of the Ideal Heating engineer the boiler is in 'poor' general state and is irreparable.
- 3.3 The installation does not provide a safe working environment.
- 3.4 The customer fails to provide access on the day of the scheduled visit.
- 3.5 The appointment is cancelled without sufficient notice (e.g. less than 24 hours).
- 3.6 The engineer attends and identifies that the work required falls outside the scope of a One-Off Fixed Price Repair (e.g. remedial work).
- 3.7 The system is found to be in a condition that prevents a One-Off Fixed Price Repair from being completed in a single visit.
- 3.8 The boiler or system has been modified, incorrectly installed, or tampered with, requiring additional inspection time.
- 3.9 Incorrect or incomplete information was provided at the point of booking, resulting in a visit that cannot be fulfilled as expected.
- 3.10 The boiler or associated components are not reasonably accessible at the time of the visit.
- 3.11 The system water quality falls below acceptable parameters and requires additional flushing, treatment, or reinspection.
- 3.12 The engineer identifies a safety issue that requires the system to be isolated.

Ideal Heating will provide a refund for the repair element of the charge only. Ideal Heating will retain a £99.00 call out and inspection charge.

4. WARRANTY

- 4.1 Upon completion of the repair, Ideal Heating will provide a further 30-days warranty for the boiler. Should there be any further issues with the appliance during this period, Ideal Heating will attend and undertake any further repair(s) required to your boiler free of charge (unless the boiler is deemed Beyond Economical Repair BER).
- 4.2 The parts used to complete the repair are subject to a 12-months parts-only warranty.

4.2.1 This is subject to the boiler being used in accordance with the original provided instruction manuals. If the replaced component(s) fail after the initial 30-days period, you can either call Ideal Heating to arrange a further fixed price repair and if no additional parts are required to complete the repair, then the repair element of £260.00 will be refunded.

4.2.2 Alternatively, a gas safe registered engineer can remove the faulty component(s) and return these to Ideal Heating for investigation. Upon agreement from Ideal Heating, that the component(s) under this warranty has failed, Ideal Heating will issue a replacement part free of charge.

4.2.3 If the boiler is left in a working condition following the visit, no refund will be due irrespective of how many parts have been consumed.

5. ACCESS

- 5.1 Access to the property and the boiler must be made available upon the engineer's arrival.
- 5.2 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).
- 5.3 Dogs and other pets should be kept away from the area where the boiler is located to keep the engineer safe.
- 5.4 The area where the boiler is located must be free from clutter to enable the engineer to work safely.
- 5.5 Should the boiler be located in a loft or attic certain criteria must be met for Ideal Heating's engineer to complete the inspection safely. Such criteria includes but is not limited to a fixed loft ladder, fixed and stable floor boarding, adequate lighting and no access obstructions.
- 5.6 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.
- 5.7 The boiler installation needs to allow for minimum clearances to enable the engineer to complete the One-Off Fixed Price Repair. Guidance upon the specific clearances can be found in the boiler's installation and servicing manual.
- 5.8 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.

6. OTHER

- 6.1 Ideal Heating is not liable for any other costs or expenses caused by or arising as a result of the One-Off Fixed Price Repair on an Ideal Boiler.
- 6.3 Ideal Heating is not liable for any other costs incurred during delays of the One-Off Fixed Price Repair on an Ideal Boiler.

By making a booking for a 'One-Off Fixed Price Repair', you are agreeing to these terms and conditions.

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