



TERMS AND CONDITIONS



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Aura Heating Terms & Conditions

This document explains the benefits of each Service and Maintenance Contract, what they “do” and “don't” cover, what to do if you require a visit, or to change or cancel your agreement.

It is important you read and understand these terms & conditions, or if you require any assistance in understanding or have any questions please do not hesitate to call us on **02392 252 171** or email hello@auraheating.co.uk

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Appliance Servicing & Aura Care Plans

Here at Aura Heating we offer a range of affordable Aura Care Plans, designed to protect your boiler or appliance from unexpected problems. Our servicing cover is designed to help you effectively manage your maintenance and repair costs.

Starting at just £8.25 a month for new boilers, our Aura Care Plans (formerly service contracts) offer you additional benefits including annual service, no surprise repair bills (based on plan selected) and 24/7 helpline.

Please note this is a boiler/heat pump/heating repair plan and not insurance.

In Guarantee

Service Only £ 8.25 per month	System Care £ 16.50 per month	Service Plumbing Electricals (P+E) £ 22.95 per month
<ul style="list-style-type: none"> ✓ 24/7 Helpline ✓ Annual Service ✗ Emergency Call Out 365 Days per Year ✗ Boiler ✗ Radiators 7 Values ✗ Time & Temperature Controls ✗ Pump & Motorised Valves ✗ Hot Water Cylinder ✗ System Pipework ✗ Hot/Cold Water Pipes, Gas Supply & Internal Drainage ✗ Home Electrics 	<ul style="list-style-type: none"> ✓ 24/7 Helpline ✓ Annual Service ✓ Emergency Call Out 365 Days per Year ✗ Boiler ✓ Radiators 7 Values ✓ Time & Temperature Controls ✓ Pump & Motorised Valves ✓ Hot Water Cylinder ✓ System Pipework ✗ Hot/Cold Water Pipes, Gas Supply & Internal Drainage ✗ Home Electrics 	<ul style="list-style-type: none"> ✓ 24/7 Helpline ✓ Annual Service ✓ Emergency Call Out 365 Days per Year ✗ Boiler ✓ Radiators 7 Values ✓ Time & Temperature Controls ✓ Pump & Motorised Valves ✓ Hot Water Cylinder ✓ System Pipework ✓ Hot/Cold Water Pipes, Gas Supply & Internal Drainage ✓ Home Electrics

Out of Guarantee

Service Only £ 8.25 per month	Boiler Care £ 21.75 per month	Heating Care £ 24.95 per month	Complete Care £ 30.95 per month
<ul style="list-style-type: none"> ✓ 24/7 Helpline ✓ Annual Service ✗ Emergency Call Out 365 Days per Year ✗ Boiler ✗ Radiators 7 Values ✗ Time & Temperature Controls ✗ Pump & Motorised Valves ✗ Hot Water Cylinder ✗ System Pipework ✗ Hot/Cold Water Pipes, Gas Supply & Internal Drainage ✗ Home Electrics 	<ul style="list-style-type: none"> ✓ 24/7 Helpline ✓ Annual Service ✓ Emergency Call Out 365 Days per Year ✓ Boiler ✗ Radiators 7 Values ✓ Time & Temperature Controls ✓ Pump & Motorised Valves ✗ Hot Water Cylinder ✗ System Pipework ✗ Hot/Cold Water Pipes, Gas Supply & Internal Drainage ✗ Home Electrics 	<ul style="list-style-type: none"> ✓ 24/7 Helpline ✓ Annual Service ✓ Emergency Call Out 365 Days per Year ✓ Boiler ✓ Radiators 7 Values ✓ Time & Temperature Controls ✓ Pump & Motorised Valves ✓ Hot Water Cylinder ✓ System Pipework ✗ Hot/Cold Water Pipes, Gas Supply & Internal Drainage ✗ Home Electrics 	<ul style="list-style-type: none"> ✓ 24/7 Helpline ✓ Annual Service ✓ Emergency Call Out 365 Days per Year ✓ Boiler ✓ Radiators 7 Values ✓ Time & Temperature Controls ✓ Pump & Motorised Valves ✓ Hot Water Cylinder ✓ System Pipework ✓ Hot/Cold Water Pipes, Gas Supply & Internal Drainage ✓ Home Electrics

Additional items if required

GSI	£ 3.50	Plumbing	£ 4
Oil	£ 4.50	Electrics	£ 4
LPG	£ 2.50	Plumbing And Electrics	£ 7
Electric Boiler Including ASHP	£ 5	Unvented Cylinder Service	£ 3.20
Hybrid Heat Pump	£ 7.50	Gas Fire Service	£ 5 per month

*Appliance is reference to either a gas/oil/LPG boiler or Air Source Heat Pump

Terms & Conditions

1. PRODUCT REQUIREMENTS

AURA HEATING LIMITED (AURA HEATING) will provide breakdown cover for private domestic central heating and hot water systems subject to the level selected by the customer. This is not insurance; Your contract is a service agreement with free repairs, where applicable

- 1.1. Service Only: Annual Service only. No repairs.
- 1.2. System Care: Full Heating System Cover (not the heat engine as should be under warranty).
- 1.3. Appliance Care: Appliance and Heating Controls.
- 1.4. Heating Care: Full Heating Appliance/Heating system Cover.
- 1.5. Complete Care: Full Heating Appliance/Heating system cover with plumbing / pipework / internal drainage and home electrics.

2. EXTRAS & SUPPLEMENTS

- 2.1. Annual Fire Service: this covers the annual service only, no repairs or parts.
- 2.2. CP12; Gas Safety Certificate Issued with Service.
- 2.3. Fuel Type; Natural Gas/LPG/Oil/Heat Pump.
- 2.4. Plumbing and/or Home Electrics Cover.
- 2.5. Hybrid; this covers a heat pump when installed with a suitable boiler

3. RENEWAL & TERMINATION

Remains valid until termination by AURA HEATING or the customer, 28 days notice in writing is required for any cancellation by either side. In the event of cancellation of the cover plan within 12 months of its inception AURA HEATING reserve the right to charge at standard rates, for any work carried out. All cover plans are reviewed annually, we will, if applicable and subject your

consent and at your cost upgrade the level of cover of your particular Aura Care Plan at the expiry of any manufacturers guarantee period (if any) to ensure a consistent level of cover.

4. COVER PLAN & PAYMENT

- 4.1. Payment should be made by a payment method offered by AURA HEATING.
- 4.2. The Cover plan remains valid if payment is continued and remains subject to termination by appropriate notice from AURA HEATING or the customer (see condition 3).
- 4.3. The Acceptance of a Central Heating System onto an AURA HEATING cover plan does not imply that the system is installed to the relevant standards and AURA HEATING will not accept any responsibility for any inadequacy arising from the original design or installation, and so, makes no warranty as to fitness for purpose or condition. If a system is incorrectly installed or unfit for use AURA HEATING reserves the right to terminate your contract.
- 4.4. A cover plan is usually specific to the appliances installed in the property at the commencement of the Plan. Should the boiler or heat pump be changed during the term of the contract, AURA HEATING must be informed immediately in writing.
- 4.5. AURA HEATING reserve the right to terminate any cover plan, in this instance, without reimbursement of payment. Should a breakdown / repair / service be required on a boiler that has been changed since the commencement of the Plan without notification to AURA HEATING, we reserve the right to charge for any callouts at AURA HEATING standard rates.
- 4.6. AURA HEATING shall not be liable to fulfil its obligations under your cover plan if subject to industrial dispute or Force Majeure (including

lightning, explosion, frost, flood, storm, tempest, fire, impact or any other extraneous cause beyond the reasonable control of AURA HEATING).

- 4.7. AURA HEATING may not be held responsible for any delay in provision of spare parts by suppliers and thus no compensation is payable should this occur.
- 4.8. Change of ownership of dwelling if ownership of dwelling changes the new owner of the dwelling shall retain the benefit of a cover plan so long as payments due are maintained. Refunds will not be available for payments made.

5. REPLACEMENT PARTS & COMPONENTS

- 5.1. Will only be fitted where old ones are beyond reasonable repair. AURA HEATING will be the sole arbiter as to the condition of components.
- 5.2. AURA HEATING may supply and fit replacement items which may not be the same but will have the same or similar functionality. The customer may pay a supplement towards another part if they have a specific requirement for a part/component.

6. NOISY APPLIANCES

- 6.1. As boilers, heat pumps and heating systems become older, for various reasons they may become noisy. Where age is the reason for noise AURA HEATING do not consider this a fault and it is not covered under the care plan.
- 6.2. AURA HEATING reserve the right to charge for any callouts at AURA HEATING standard rates where this is the reason for the call.

7. ACCESS

AURA HEATING shall not be responsible for any repairs to which reasonable access cannot be gained and shall not be responsible for replacing floorcoverings, laminate floor, cupboards, carpets and decorations etc. which may require removal for access. The customer should always seek a professional for the initial removal and replacement and where AURA HEATING removes floors and/or cupboards etc. we will not be responsible for any damage to the items removed or to the surfaces or the surrounding fabric of the building to which they were attached or placed .

8. SERVICING

- 8.1. The service will usually be carried out during the period April to August inclusive. AURA HEATING will not be obliged to carry out a service outside of this period as breakdown calls will be given

priority. For this reason, servicing may be shorter or longer than 12-month intervals.

- 8.2. All servicing work is carried out during normal working hours Monday to Friday. AURA HEATING reserves the right to charge an additional cost to the standard service rate including charges for additional consumables, like system inhibitor or batteries.
- 8.3. AURA HEATING sends automated reminders of the annual service and/or gas safety inspection but the owner/occupier is responsible to ensure that this is subsequently booked.

9. CALL OUTS & VISITS

- 9.1. AURA HEATING prioritizes repairs against servicing and may, if necessary, cancel a service booking when additional labour required to cover breakdowns. This is common practice within the industry to ensure that we can attend repair jobs in cold weather.
- 9.2. AURA HEATING operates a 24/7 Emergency Call Out Service only, not a call out service. Therefore, other repairs will usually be booked in for standard working hours. An example of an emergency would be a gas escape or uncontrollable water leak. We aim to attend emergencies within 4 hours.
- 9.3. We aim to attend Urgent repairs within 2 working days, Urgent repairs are total failure of heating or hot water with no other back up within your property
- 9.4. For standard repairs, such as a partial loss of heating, loss of hot water when you have a backup or an intermittent fault, we aim to attend within 10 working days.
- 9.5. AURA HEATING reserve the right to charge for any callouts at AURA HEATING standard rates where there is no-one available to allow access to the property for a planned appointment or a fault has been reported incorrectly to expedite the speed of attendance.

10. EXCLUSION PERIOD

There is a 28-day exclusion period for any callouts starting from the initial sign update. If a customer renews before the expiry of the cover plan, the exclusion period does not apply after the first year of cover.

11. STANDARD EXCLUSIONS

- 11.1. Any inadequacy attributing to original installation or design of the system.
- 11.2. AURA HEATING will only be responsible for any damage or loss occurring as a result of a defect in the central heating system caused directly by its negligence and not for indirect or consequential damage or loss. If attributable to the negligence of AURA HEATING, notification must be given in

writing with full details within fourteen days of the incident.

- 11.3. Any damage due to the failure of water, gas and/or electricity supply.
- 11.4. Any work including de-scaling that may arise due to hard water scale deposits or aggressive water supply.
- 11.5. Mechanical breakdowns due to sludge build-up within the system. Removal of products of corrosion from within the system.
- 11.6. Should the main heat exchanger, compressor or heat bank fail, this will deem the appliance to be beyond economical repair.
- 11.7. Any damage or defect caused by lightning, explosion, frost, flood, storm, tempest, fire, impact or other extraneous causes. Any defect caused through the negligence, misuse, interference or malicious or willful actions of any person other than AURA HEATING.
- 11.8. The fabric of the building and any pipework including flues buried in it.
- 11.9. Any building work for the investigation of faults and/or following repair.
- 11.10. Any specialist access equipment for the investigation of faults and/or following repair.
- 11.11. Any faults present at the inception of the agreement. Any callouts deemed to have been pre-existing to the commencement date of the cover plan will not be covered and may incur a charge for the call-out and any parts required, at the current AURA HEATING rates.
- 11.12. Replacement of flues. The replacement of decorative parts. Consumables (e.g. batteries, filters, seals, gaskets, inhibitor, fuses, oil nozzles and igniter's).
- 11.13. Any adjustment of time/temperature controls, bleeding of radiators, pressurizing of sealed systems, resetting of appliances or relighting of pilot lights
- 11.14. Heating appliances such as kick space heaters, fan assisted radiators, towel rails, designer radiators e.g. column radiators, school radiators, dual fuel kits, immersion heaters, un-insulated cylinders, primatic cylinders, custom made cylinders, un-vented cylinders, thermal stores, underfloor heating systems, solar heating systems and/or specialist heating.

- 11.15. Cylinders with a volume greater than 46 gallons or 210 litres and boilers with a heat input greater than 42 kilowatts and pipework greater than 28mm diameter.
- 11.16. Removing asbestos associated with repairing or maintaining the central heating appliance / system.
- 11.17. Commencing and/or continuing services where we reasonably consider that there is a Health and Safety risk including the presence of hazardous materials; infestations; or harassment of our personnel including verbal or physical abuse.
- 11.18. Domestic water supply from the hot water cylinder or boiler outlet to and including taps and washers.

12. PLUMBING / PIPEWORK / ELECTRICAL COVER

In addition to (System Care, Appliance Care, Heating Care and Complete Care) and cannot be taken on its own. It includes repair or replacement of the hot and cold-water pipes, pipes that burst as a result of frost, the gas supply pipes (from the meter to any appliances isolation valve), cold water storage tank, leaking overflow pipes, all water isolation valves and standard ball valves. Electrical cover will include, electrical circuits, circuit breakers, standard sockets and standard light fittings.

- 12.1. AURA HEATING'S standard exclusions 11.1-11.17 apply as listed above in addition to these specific exclusions.
- 12.2. Taps and tap washers, showers and shower pumps, specialist toilet ball valves, water filters, softeners, toilets/cisterns, baths, basins/sinks, shower trays, swimming pools and below ground drainage pipes.
- 12.3. Electrical appliances, connecting hoses and leads. Portable equipment, specialist fittings, extractor hoods and fans. Solar P.V systems, burglar alarms, CCTV systems and electric vehicle charging stations.

How to Contact Us

Our Contact Details

Report an Emergency:	02392 252171 – Option 4
Report a Non-urgent Fault:	hello@auraheating.co.uk / 02392 252171
Book a Boiler Service:	hello@auraheating.co.uk / 02392 252171
Moving Home or to Complain:	02392 252171

Other Useful Contacts

Report a Gas Leak:	0800 111999
Worcester Bosch:	0330 1239559
Alpha	0344 8718760
Glow-Worm:	0330 1003150
Vokera:	01274 866100
Viessmann:	01952 675000
Ideal:	01482 498660
Vaillant:	0330 1003150
Alto Energy	01993 220699

Important

If you can smell gas or suspect that there is an escape of carbon monoxide, then call 0800 111999. If you are vulnerable or have any special needs, please advise us when you call. Our helpline line is open 24/7, 365 days a year.

Product Cancellation Form

Date:	
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Address:	
Postcode:	

I/we are writing to notify Aura Heating Limited that we wish to cancel our Aura Care Plan. We therefore provide 28 days written notice, in line with the terms and conditions of the agreement.

Reason:	
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I/we acknowledge that Aura Heating Limited may charge me/us for any work that has been carried out within 12 months of the inception of the Aura Care Plan if I cancel the contract.

Name	
Signature	

If you have any queries then please call 02392252171, alternatively you can email your cancellation notice to hello@auraheating.co.uk.

NOTE – Please do not cancel your direct debit to ensure that your final payment can be collected.