
SERVICE PLAN AGREEMENT

Service Provider: SAFE GAS I.O.W LTD

Contract Term: 12 Months Minimum

1. PLAN SUMMARY (KEY FACTS)

Feature	SAFE BRONZE	SAFE SILVER	SAFE GOLD
Annual Boiler Service	Included	Included	Included
Emergency Call-Outs	Chargeable	2 Included	3 Included
Labour on Call-Outs	Chargeable	FREE	FREE
Parts Discount	10%	10%	10%
Unvented Cylinder Service	No	No	Yes
Filter & Inhibitor Service	No	No	Yes
Plumbing & Waste Cover	No	Yes	Yes
Response Guarantee	Best Endeavour	24 Hours	24 Hours

2. DETAILED TERMS & CONDITIONS

2.1 CONTRACT DURATION & CANCELLATION

- **Minimum Term:** All plans are subject to a minimum **12-month** commitment.
- **No Cancellation:** There is no provision for early cancellation within the 12-month term.
- **Default on Payment:** If a monthly payment is missed, all services and cover will be suspended. Cover will only be reinstated once the account is brought up to date.
- **Liability on Termination:** If payments cease permanently, the customer remains liable for the remaining balance of the 12-month contract. Furthermore, any discounts provided on parts or labour during the contract period will be revoked and the full balance becomes immediately owed to **SAFE GAS I.O.W LTD.**

2.2 GOLD & SILVER TIER SPECIFICS

- **Response Times:** We aim for same-day attendance for emergencies. During peak periods, we guarantee attendance within **24 hours**. Our priority is to "make safe" and diagnose. We aim to leave you with running water, though a final repair may require a follow-up visit.
- **Plumbing & Waste:** Covers internal plumbing, heating pipework, and above-ground waste.
- **Sanitary Ware Exclusion:** No discounts or cover apply to the physical replacement of baths, basins, toilets, shower trays, or kitchen sinks.

2.3 SAFE GOLD EXCLUSIVE BENEFITS

- **System Health:** Includes an annual service of the magnetic filter, application of chemical inhibitor, and a check/service of all valves.
- **Valve Repair:** If valves require replacement, a 10% discount applies to parts and labour.
- **Power-Flush:** If water is contaminated, a 10% discount is offered on a Power-Flush.
- **Unvented Cylinders:** Annual service of an unvented hot water cylinder is included.
- **Additional Appliances:** Up to 2 additional gas appliances (Cooker/Fire) can be added for a surcharge. If a call-out is requested for an appliance *not* listed on the plan, a 1-hour service charge will be applied to inspect/service it; parts remain at a 10% discount.

2.4 SAFE SILVER WATER QUALITY CLAUSE

- If a boiler component fails due to poor system water quality (sludge/debris), the 10% parts discount applies, but no further labour discounts or free call-outs will be granted for that specific fault until a **Power-Flush** has been professionally carried out on the system.

2.5 BRONZE TIER LIMITATIONS

- The Bronze plan is strictly limited to one annual boiler service and a 10% discount on

parts. All call-outs and labour for repairs are fully chargeable at our standard rates.

3. ACCEPTANCE

By setting up your monthly payment, you agree to be bound by these terms and conditions for a minimum of 12 months.

SAFE GAS I.O.W LTD *Professional Heating & Plumbing Solutions*
