**Service Schedule 01/01/2024**

**Provision of Maintenance and Repair Services Schedule (Gas Boilers)**

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| --- | --- | --- | --- | --- |
| **Section** | **Services** | **Services Description (inclusions)** | **Services Description (exclusions)** | **Cost (inclusive of VAT)** |
| **1** | **Fixed Price Repair** | * Product repaired within the first visit (includes Worcester/Bosch controls)
* Spare parts (up to 3 major components and any minor components replaced, as required)
* Combustion analysis and boiler safety checks
* Any additional visits related to original fault within a 30-day period (please see clause7.1 within the T&C)
* All spare parts guaranteed for 12 months 1 year
 | * Servicing of the boiler
* Repairs on external heating systems
* Repairs on external controls (non-Worcester/Bosch controls)
* Repairs on flue systems
* Any parts that exceed major component limits
* Any repairs that require more than one person (including superstructure, heat banks or slave tanks within the boiler)
* Repairs on or cleaning of third-party system filters
* Landlord Gas Safety Checks
* Repairs on external tanks or cylinders
 | **Charges (Wall Mounted Boilers)*** **£355.00 (Standard)**
* **£383.00 (15 years or above)**

**Charges (Floor Standing Boilers)*** **£385.00 (Standard)**
* **£438.00 (15 years or above)**
 |
| **2** | **Fixed Price Repair****& Annual Service** | * Product repaired within the first visit (includes Worcester/Bosch controls)
* Spare parts (up to 3 major components and any minor components replaced, as required)
* Combustion analysis and boiler safety checks completed on all visits
* Any additional visits related to original fault within a period of 30 days (please see clause7.1 within the T&C)
* All spare parts guaranteed for 12 months
* Annual boiler service completed in accordance with manufacturer’s instructions
* Cleaning of Worcester system filters
 | * Repairs on external heating systems
* Repairs on external controls (non-Worcester/Bosch controls)
* Repairs on flue systems
* Any parts that exceed major component limits
* Any repairs that require more than one person (including superstructure, heat banks or slave tanks within the boiler)
* Cleaning of third-party system filters
* Landlord Gas Safety Checks
* Repairs on external tanks or cylinders
 | **Charges (Wall Mounted Boilers)*** **£383.00 (Standard)**
* **£404.00 (15 years or above)**

**Charges (Floor Standing Boilers)*** **£406.00 (Standard)**
* **£487.00 (15 years or above)**

 |
| **3** | **Investigation & Fault Analysis** | * Diagnosis or repair of fault but no parts are fitted
* Used as the labour charge when the part is under the manufacturer’s guarantee
* Used as the charge when the engineer has entered the property but cannot work on the boiler
* Used as the charge when the fault is diagnosed as a non-boiler related issue both within the guarantee and outside of the guarantee period
 | * Any repairs where spare parts are required
* Repairs on external heating systems
* Repairs on external controls (non-Worcester/Bosch controls)
* Repairs on flue systems
* Any repairs that require more than one person
* Cleaning of third-party system filters
* Landlord Gas Safety Checks
* Any tanks or cylinders
 | **Charges (All Gas Boilers)*** **£216.00**
 |
| **4** | **Annual Service** | * Annual boiler service completed in accordance with manufacturer’s instructions
* Consumable items (seals, gaskets, o rings)
* Any spare parts that are covered under the manufacturer’s guarantee
* Combustion analysis boiler safety checks completed on all visits
* Cleaning of Worcester system filters
 | * Repairs on external heating systems
* Repairs on external controls (non-Worcester/Bosch controls)
* Repairs on flue systems
* Any spare parts other than those covered under the manufacturer’s guarantee
* Any repairs to boiler
* Cleaning of third-party system filters
* Landlord Gas Safety Checks
 | **Charges (All Gas Boilers)*** **£163.00**
 |
| **5** | **In guarantee Fixed Price Service & Repair** | * Used when the product is within the guarantee period, but T&C have not been adhered to
* Product repaired within the first visit (includes Worcester/Bosch controls)
* Boiler serviced in accordance with the manufacturer’s instructions
* Any parts that are found have a failed due to a manufacturing defect will be replaced
* Reinstates the manufacturer’s guarantee for a period of 12 months from the date of the visit
* Cleaning of Worcester system filters
 | * Repairs on external heating systems
* Repairs on external controls (non-Worcester/Bosch controls)
* Repairs on flue systems
* Any spare parts that are found to have failed because of external factors including but not limited to water quality, fuel contamination and boiler controls
* Any repairs that cannot be completed on the first visit (rebook for spare parts)
* Any repairs that require more than one person (including superstructure, heat banks or slave tanks within the boiler)
* Cleaning of third-party system filters
* Landlord Gas Safety Checks
 | **Charges (All Gas Boilers)*** **£286.00**
 |
| **6** | **Aborted/ Cancelled Call** | * Used when the engineer cannot access the property
* Used when the call is not cancelled before the cancellation deadline (please see clause 9.4 within the T&C)
* Used when the engineer enters the property and it is a non-Worcester/Bosch product
 |  | **Charges (All Gas Boilers)*** **£113.00**
 |
| **7** | **Fixed Cost Repair** **(when the Primary Heat Exchanger is under guarantee)** | * Used when the primary Heat exchanger which is covered under a part only guarantee is changed as part of the services on a combi boiler
 | * Servicing of the boiler
* Repairs on external heating systems
* Repairs on external controls (non-Worcester/Bosch controls)
* Repairs on flue systems
* Any spare parts other than those covered under the manufacturer’s guarantee
* Any repairs that cannot be completed on the first visit (rebook for spare parts)
* Cleaning of third-party system filters
* Landlord Gas Safety Checks
 | **Charges (All Gas Boilers)*** **£216.00**
 |
| **8** | **Ongoing labour charge** | * Used when the boiler cannot be repaired on the first visit and an additional visit is required
* Used when additional engineers are required
 |  | **Charges (All Gas Boilers)*** **£100.00 per hour**
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**Schedule (Gas Boilers Component List)**

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| **Major Component List Gas Boilers**  |
| * Heat Cell (Primary Heat Exchanger, Gas-Water Heat Exchanger)
* Pump
* PCB
* Fan
* Worcester Controls
* Plate Heat Exchanger (Secondary Heat exchanger, water-water Heat exchanger)
* Gas Valve
* Diverter Valves
* Expansion Vessel/Pressure Vessel

**Please be advised that following components are excluded from the fixed price repairs pricing model. These components will be quoted for separately:** * **Heat Bank/ Thermal Store/ Slave Tank**
* **Superstructures**
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**Provision of Maintenance and Repair Services Schedule (Oil Boilers)**

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| --- | --- | --- | --- | --- |
| **Section** | **Services** | **Services Description (inclusions)** | **Services Description (exclusions)** | **Cost (inclusive of VAT)** |
| **1** | **Fixed Price Repair** | * Product repaired within the first visit (includes Worcester/Bosch controls)
* Spare parts (up to 3 major components and any minor components replaced, as required)
* Combustion analysis and boiler safety checks
* Any additional visits related to original fault within a period of 30 days (please see clause 7.1 8.1 within the T&C)
* All spare parts guaranteed for 12 months
* Completion of oil inspection report, if required (every 12 months)
 | * Servicing of the boiler
* Repairs on external heating systems
* Repairs on external controls (non-Worcester/Bosch controls)
* Repairs on flue systems
* Any parts that exceed major component limits
* Any repairs that require more than one person (including tanks)
* Cleaning of third-party system filters
* Landlord Safety Checks
* Repairs on tanks or cylinders
* Cleaning of oil filters
* Replacement of flexible oil hose
 | **Charges (Oil Boilers)*** **£390.00 (Standard)**
* **£429.00 (12 years or above)**

 |
| **2** | **Fixed Price Repair & Annual Service** | * Product repaired within the first visit (includes Worcester/Bosch controls)
* Spare parts (up to 3 major components and any minor components replaced, as required)
* Combustion analysis and boiler safety checks
* Any additional visits related to original fault within a period of 30 days (please see clause 7.1 within the T&C)
* All spare parts guaranteed for 12 months
* Annual boiler service completed in accordance with manufacturer’s instructions
* Cleaning of Worcester system filters
* Completion of oil inspection report, if required (first visit by Worcester engineer, then every 12 months)
 | * Repairs on external heating systems
* Repairs on external controls (non-Worcester/Bosch controls)
* Repairs on flue systems
* Any parts that exceed major component limits
* Any repairs that require more than one person (including tanks)
* Cleaning of third-party system filters
* Landlord Safety Checks
* Repairs on tanks or cylinders
* Cleaning of oil filters
 | **Charges (Oil Boilers)*** **£429.00 (Standard)**
* **£472.00 (12 years or above)**

 |
| **3** | **Investigation & Fault Analysis** | * Diagnosis or repair of fault but no parts are fitted
* Used as the charge when the part is under the manufacturer’s guarantee
* Used as the charge when the engineer has entered the property but cannot work on the boiler
* Used as the charge when the fault is diagnosed as a non-boiler related issue both within the guarantee and outside of the guarantee period
* Completion of oil inspection report if required (first visit by Worcester engineer, then every 12 months)
 | * Any repairs where spare parts are required
* Repairs on external heating systems
* Repairs on external controls (non-Worcester/Bosch controls)
* Repairs on flue systems
* Any repairs that require more than one person
* Cleaning of third party system filters
* Landlord Safety Checks
* Any tanks or cylinders
 | **Charges (Oil Boilers)*** **£307.00**
 |
| **4** | **Annual Service** | * Annual boiler service completed in accordance with manufacturer’s instructions
* Consumable items (including but not limited to seals, gaskets and O-rings)
* Any spare parts that are covered under the manufacturer’s guarantee
* Combustion analysis boiler safety checks
* Replace flexible oil hose, if required
* Cleaning of Worcester system filters
* Completion of oil inspection report, if required (first visit by Worcester engineer then every 12 months)
 | * Repairs on external heating systems
* Repairs on external controls (non-Worcester/Bosch controls)
* Repairs on flue systems
* Any spare parts other than those covered under the manufacturer’s guarantee
* Any repairs to boiler
* Cleaning of third-party system filters (non-Worcester/Bosch)
 | **Charges (Oil Boilers)** * **£244.00**
 |
| **5** | **In guarantee Fixed Price Service & Repair** | * Used when the product is within the guarantee period, but T&C have not been adhered to
* Product repaired within the first visit (includes Worcester controls)
* Boiler serviced in accordance with the manufacturer’s instructions
* Any parts that are found have a failed due to a manufacturing defect will be replaced
* Reinstates the manufacturers guarantee for a period of 12 months from the date of the visit
* Cleaning of Worcester system filters
 | * Repairs on external heating systems
* Repairs on external controls (non-Worcester/Bosch controls)
* Repairs on flue systems
* Any spare parts that have found to have failed because of external factors including but not limited to water quality, fuel contamination and non-Worcester/Bosch controls
* Any repairs that cannot be completed on the first visit (rebook for spare parts)
* Any repairs that require more than one person (including superstructure, heat banks or storage tanks within the boiler)
* Cleaning of third-party system filters (non-Worcester/Bosch)
* Landlord Safety Checks
 | **Charges (Oil Boilers)*** **£286.00**
 |
| **6** | **Aborted/ Cancelled Call** | * Used when the engineer cannot access the property
* Used when the call is not cancelled before the cancellation deadline (please see clause 9.4 within the T&C)
* Used when the engineer enters the property, and it is a non-Worcester/Bosch product
 |  | **Charges (Oil Boilers)** * **£113.00**
 |
| **7** | **Ongoing labour charge** | * Used when the boiler cannot be repaired on the first visit and an additional visit is required
* Used when additional engineers are required
 |  | **Charges (Oil Boilers)*** **£100.00 per hour**
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**Schedule (Oil Boilers Component List)**

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| **Major Component List Oil Boilers** |
| * Pump
* PCB
* Worcester/Bosch Controls
* Plate Heat Exchanger (secondary Heatexchanger, water-water Heatexchanger)
* Expansion Vessel/Pressure Vessel
* Burner Motor
* Diverter Valve
* Oil Pump
* Control Box

**Please be advised that following components are excluded from the fixed price repairs pricing model. These components will be quoted for separately:** * **Oil Boiler Shell/ Water Jacket/ Primary Heat Exchanger**
* **Heat Bank/ Thermal Store/ Slave Tank/Tank**
* **Complete Burner Assembly**
* **Superstructure**

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