



GASCO CARE BOILER SERVICE AND BREAKDOWN COVER TERMS AND CONDITIONS

DECEMBER 2025

NOTICE OF THE RIGHT TO CANCEL:

You may cancel this agreement at any time within 14 days of the date of signing by serving on us, written notice confirming your settled intention to cancel the agreement and described as a "Cancellation Notice". A Cancellation Notice must be in writing, signed and dated.

PLEASE NOTE that this agreement does not constitute an insurance policy

Please read this document carefully, we do not wish you to discover after a breakdown / fault has occurred that you are not covered. If you have any queries, please **call Gasco on 01746 762000 or email info@gasco-uk.com**

Cover is limited to Working Days only. Any work undertaken outside of Working Days is at our absolute discretion, and will be charged according to our hourly rate. This will be invoiced immediately, and is payable within 28 days.

COST OF COVER

GascoCare [on offer for three months at half price] is available for the cost of **£114.38 inc VAT** for twelve (12) months. Monthly instalments can also be made payable to Gasco (UK) Ltd by direct debit (for a period of twelve (12) months), the first three months at a value of £5.49 per month, and the remaining nine months at a value of £10.99 per month. A Minimum period of five months (5) must elapse before a full service can be carried out on the **central heating boiler** (only applicable if paying by direct debit).

PAYMENTS

Payments can be made:

- Annually in advance by debit or credit card, or bank transfer;
- Monthly by direct debit;

DEFINITIONS RELATING TO THE GASCO CARE BOILER COVER PLAN ADMINISTRATION TERMS AND CONDITIONS

Certain words within **your** terms and conditions or **your** cover plan summary have a particular meaning, shown below. Each time **we** use one of the words it will have the same meaning:

1. **You/Your:** The permanent occupier of the **property** as recorded on **your** cover plan documents and **your** spouse/partner and family who live with **you**.
2. **Gasco (UK) Ltd. /we/us/our:** Gasco (UK) Ltd. Unit 5 Hive Works, Bridgnorth, Shropshire. WV15 5BT. Registered in England no. 2279909.
3. **Property:** The private dwelling, garage and domestic outbuildings (excluding sheds, greenhouses, non-permanent structures and garden areas) all within **property** boundary at the address shown on **your** policy documentation. It must be **your** permanent home and owned and solely occupied by **you** and **your** family as a private residence with no business use. Mobile homes, bedsits, and let and sub-let properties are not covered. Council and housing association tenants will not need this service.
4. **Domestic central heating boiler:** The central heating boiler contained within and supplying **your property**, fired by natural gas or LPG (liquid petroleum gas) (excluding warm air heating) from the appliance isolating valve, including all manufacturer's fitted components within the boiler together with any integral pump, motorised valve(s), thermostat, time, temperature and pressure controls. The maximum permissible output of **your** private domestic gas fired boiler is 60kW/hr. Types of boiler included on this cover plan include regular central heating boilers, combination boilers and system boilers.
5. **Breakdown and/or failure:** Sudden or unforeseen electrical or mechanical malfunction of the **Domestic Central Heating Boiler** which renders the system inoperable.
6. **Engineer:** An approved Gas Safe Registered engineer either directly employed by Gasco (UK) Ltd or acting on its behalf as a subcontractor.

7. **Beyond Economical Repair:** The point at which **we** estimate that the cost to repair **your** boiler exceeds its value (based on the scale of valuations according to age and boiler type).
8. **Types Included:** Central heating boilers, combination boilers, system boilers. All appliances must be installed and function within a domestic property.
9. **Working Days:** Includes any day between 08:30am and 5:00pm which is not a Saturday, Sunday or Bank Holiday.

ADMINISTRATION TERMS AND CONDITIONS

This cover is arranged and administered for **you** by Gasco (UK) Ltd. Unit 5 Hive Works, Bridgnorth, Shropshire. WV15 5BT.

1. **Minimum Term of Cover:** The minimum term period for GascoCare boiler cover plan is twelve (12) months.
2. **Cancellation:** Please be aware of **your** statutory cancellation rights, which run for fourteen (14) days from the date of commencement on the application form. If you wish to cancel your GascoCare boiler cover, you must contact Gasco (UK) Ltd immediately and provide in writing your reasons for cancellation.
3. **Collection of Payment:** Gasco (UK) Ltd. will arrange monthly direct debits over a period of twelve (12) months from the bank account details **you** provide. **You** may choose to pay for your GascoCare cover in one upfront payment, by cheque, debit card, credit card, or bank transfer. If **you** fail to make a payment your GascoCare cover plan will be temporarily suspended until the matter has been resolved. Gasco (UK) Ltd reserve the right to cancel your GascoCare cover plan if you do not pay the full amount due within thirty (30) days of Gasco (UK) Ltd. raising the issue. Any outstanding payments will be requested and upon receipt of cleared funds **your** cover will restart.
4. **Change of Address:** **You** are responsible for informing Gasco (UK) Ltd of a change of your address, so that cover may be transferred to **your** new **property**. (Please note, the boiler in **your** new home must meet **the** boiler eligibility criteria). Please phone 01746 762000 to advise Gasco (UK) Ltd. of **your** new address or write to Unit 5 Hive Works, Bridgnorth, Shropshire. WV15 5BT.
5. **Complaints:** If you have a complaint relating to an administrative matter, please phone 01746 762000 or write to Gasco (UK) Ltd. Customer Relations Department, Unit 5 Hive Works, Bridgnorth, Shropshire. WV15 5BT. **We** will do our best to resolve this to **your** satisfaction.

GENERAL TERMS AND CONDITIONS

1. We reserve the right to pre-screen all boilers and **we** will not cover **your domestic central heating boiler** if it is not in good working order, if parts are not available or **your** boiler does not meet our eligibility criteria.
2. Gasco (UK) Ltd accepts no liability for injury or death as a result of boiler malfunction subsequent to initial engineers visit and first work order. We may, upon our initial visit, deem your boiler to be immediately dangerous, at-risk or not installed to manufacturer's instructions. In this event, we reserve the right to instantly remove your boiler from cover and refund you any monies paid.
3. Gasco (UK) Ltd will not cover the costs of work carried out by contractors not authorised by **us**.
4. **ANY GAS LEAKS MUST IN THE FIRST INSTANCE BE REPORTED TO THE NATIONAL GAS EMERGENCY SERVICE ON 0800 111 999.**
5. In order for **us** to verify **your** cover, when calling, please have **your** customer ID number ready to quote. The **engineer** may also ask **you** to produce **your** GascoCare documents when they arrive at **your property**.
6. GascoCare cover is for homeowners only. Retail, commercial and other premises used for business are not eligible for this cover.
7. Details of **you**, **your** GascoCare cover and claims will be held by **us** in accordance with the Data Protection Act 1998.
8. The cover has an annual limit of £500.00 inc VAT which is fully inclusive of all labour charges and servicing.
9. **We** may amend these Terms and Conditions for legal or regulatory reasons relating to the availability of the product. Where this change benefits **you**, **we** will make the change immediately and notify **you** of the change within 28 days. In all other cases **we** will write to advise **you** of the change at least 28 days prior to any change taking effect.

WHAT IS INCLUDED / COVERED?

1. A full service of **your central heating boiler**.
2. Faults that are specific to the **central heating boiler**.

EXCLUSIONS

1. Hot water cylinders and storage tanks.
2. All components within the boiler.
3. Unvented hot water cylinders and ancillary components.
4. All flow and return pipe work from and to the boiler.
5. All gas supply pipe work.
6. External time and temperature controls.
7. External central heating circulation pumps.
8. All external central heating system components that are not part of the **central heating boiler**.
9. Radiators and towel warmers (and associated valves).
10. Descaling and any work arising from hard water scale deposits or damage caused by aggressive water or sludge resulting from corrosion.
11. Re-pressurising of any sealed systems.
12. All type of showers.
13. Faults caused by all weather conditions including freezing. Frozen condensate traps and pipe work. Frozen boilers, radiators, heating system pipe work and system components.
14. Unblocking drains, soak-aways, outflow pipes, mains cold water stop taps, mains water pumps, water softeners and filters.
15. Magnetic scale filters and scale reducers or faults attributed to their failure.
16. Removing asbestos associated with repairing/ servicing the appliance/heating system.
17. The **central heating boiler** if it is **beyond economical repair**.
18. Replacement parts and labour to fit such parts (quotation to be issued where applicable).
19. Any event arising from circumstances known to **you** before the cover began.
20. **A breakdown and/or failure**, when it has previously been identified by an **engineer** (during a **breakdown** or service) that remedial/maintenance work is required to prevent a future **breakdown** and/or **failure** of **your domestic central heating boiler**. Such remedial and/or maintenance work will need to be carried out at **your** cost.

21. Costs incurred where **you** have been advised of the need to carry out permanent repair work to avoid repetitive situations leading to a **breakdown and/or failure**.
22. Loss or damage arising as a result of disconnection from or interruption to the gas, water or electricity mains services to the **property**.
23. Normal day-to-day maintenance of the **domestic central heating boiler** at your **property**, for which **you** are responsible. This includes the descaling of the **domestic central heating boiler**, adjustment to the timing and temperature controls of the **domestic central heating boiler**, venting (bleeding) of radiators, the addition of corrosion inhibitors, or payment for replacement of items within **your property**, which gradually wear out over a period of time.
24. **The domestic central heating boiler** in the event of spare parts not being available after a reasonable search of stockists.
25. Any item(s) where the replacement is only necessary as a result of changes in legislation or health and safety guidelines.
26. Equipment which has not been installed, serviced or maintained in accordance with statutory regulations or British Standards or manufacturer's instructions, or any defect or failing which may be attributed to the original design of the gas fired **domestic central heating boiler**.
27. Any defect, damage or breakdown caused through malicious or wilful action, negligence, misuse or third party interference including any attempt to repair or modify the **domestic central heating boiler**, which does not comply with recognised industry standards.
28. Any part of the **domestic central heating boiler** which is too difficult to access safely, for example, safe floor boarding and/or lighting is required within roof or loft spaces, or any part of the **domestic central heating boiler** which is impossible or impractical to maintain because of its position, for example if the **domestic central heating boiler** is situated in a confined space or inaccessible due to the installation of fitted units.