

# ULTRA-CARE

## BOILER PROTECTION PLANS

Materials Covered

ULTRA-CARE

3

## MATERIALS & LABOUR PROTECTION PLAN

Includes a Comprehensive Service

- \* **Ultra Care 3** is a labour and materials boiler protection plan. It covers all electrical and mechanical faults on oil and gas boilers up to 40 kW.
- \* **Ultra Care 3** includes a full annual service that is carried out to the manufacturer's specification by fully qualified, fully insured **Gas Safe** and **OFTEC** registered engineers. All equipment details will be entered into our database and when it's time for your annual service we will contact you to arrange a convenient time to call. This service is extremely helpful with customers requiring **Landlord Gas Safety Certificates** for rented properties.
- \* **Ultra Care 3** cover also includes the replacement of the domestic heating circulating pump, time clock or programmer, hot water thermostat, boiler thermostats, PCB boards, fan motors, burner motors, oil pumps, ignition transformers, electronic and hard-wired room thermostat, zone valves including all labour involved in carrying out the repairs. In the event the heating system has to be drained down to replace a pump or zone valve the repair will include replacing heating system inhibitor.
- \* **Ultra Care 3** does not cover any labour or materials involved in the repairs to boiler heat exchanger, radiators, hot water cylinders, heating and hot water pipe work, oil tanks, fire valves or supply lines, batteries in controls, frozen pipes, siliphos crystals, corrosion to boiler flues, accidental damage fuel contamination and scale or sludge related problems.
- \* **Ultra Care 3** covers up to a maximum of £750.00 of materials cost per year. **No excess charge with this protection plan.**
- \* In the event of an unforeseen situation the general manager reserves the right to make the final decision although everything will be done to reach an amicable agreement.
- \* Where there is no history of the boiler, an inspection may be required before issuing an Ultra Care 3 protection plan. Once complete a certificate and 'out of hours' telephone number will be submitted for use in the case of emergencies
- \* Costs can be spread over a 12-month period by paying by direct debit although