

ULTRA-CARE

BOILER PROTECTION PLANS

Complete System Covered

(up to a maximum of £1000 per year)

ULTRA-CARE

4

HEATING & HOT WATER PROTECTION PLAN

Includes a Comprehensive Service

- * **Ultra Care 4** is our ultimate heating and hot water complete system protection plan for oil and gas boilers up to 40 kW.
- * **Ultra Care 4** 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 4** 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 4** covers radiators, radiator valves, open vented hot water cylinders, hot water storage tanks, heating cold feed and expansion tanks and repairs to pipe work on both heating and domestic hot water system.
- * **Ultra Care 4** covers up to a maximum of £1,000.00 of labour and materials cost per year. **No excess with this protection plan.**
- * **Ultra Care 4** does not cover incoming cold-water supply, oil storage tanks, fire valves, oil supply lines, accidental damage, batteries in controls, corrosion of flue sections and boiler casings, obsolete parts, pipe work under solid floors, siliphos crystals, unvented hot water cylinders, frozen pipe work, fuel contamination or scale and sludge related problems.
- * A system inspection will be required before issuing an Ultra Care 4 protection plan. Once completed a certificate will be issued complete with 'out of hours' telephone number for use in case of emergencies.
- * In the event of unforeseen situation, the general manager reserves the right to make the final decision although everything will be done to reach an amicable agreement.
- * Costs can be spread over a 12-month period by paying by direct debit although a small 5% administration cost will be added.