

# HomeCare range Terms & Conditions All you need to know

Please keep this booklet in a safe place for future use





## About this booklet

This booklet explains exactly what the **products** in your HomeCare **agreement** do and don't cover, what to do if you want to make a claim, change or cancel your **agreement** or a **product**, and how to make a complaint.

It is important you read these terms and conditions carefully, together with your **statement** confirming the **products** you hold, as these form the basis of your **agreement** with us. If anything is not correct on your **statement**, or if you have any questions, please visit [britishgas.co.uk/help-and-support](https://britishgas.co.uk/help-and-support) or call 0333 200 8899.

Where we say HomeCare One we also mean HomeCare Basic; HomeCare Two we also mean HomeCare Essential; HomeCare Three we also mean HomeCare Classic; HomeCare Four we also mean HomeCare Complete.

We (British Gas) care about privacy and we protect your personal data. We recommend you read our Privacy Notices, to understand how we collect and use your personal data and your data protection rights. Our Privacy Notices do not form part of the contract between you and us. You can find our Privacy Notices at [britishgas.co.uk/privacy](https://britishgas.co.uk/privacy)

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# Understanding these terms and conditions

## 'We' and 'you'

By 'we', 'us', or 'our', we mean British Gas Services Limited – as the provider of the services for your non-insurance **products** and the administrator for British Gas Insurance Limited (the underwriter) of your insurance **products**. British Gas Services Limited holds premium and claims monies as an agent of British Gas Insurance Limited. British Gas Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

By 'you' or 'your', we mean the person(s) named on your **statement**, plus the people who normally live in your **home**, including any tenants. Only the person(s) named on the **statement**, or an **authorised contact** can amend or cancel the **agreement**.

## Words in bold

Some of the words and phrases we've used have a particular meaning. We've highlighted these words in bold and explained what they mean below:

## Definitions

### access and making good

- getting access to your appliance or system, and then **repairing** any damage we may cause in doing so, by **replacing** items such as cabinets or cupboards that we've removed and by filling in holes we have made and leaving a level surface. See page 30 for more details.

### accidental damage

- when something stops the boiler, appliance, system or **electric vehicle charger** from working properly, without meaning to.

### agreement

- these terms and conditions and your **statement** confirming each **product** you have with us. If you have Energy Extra with us this will be in a separate **agreement**.

### annual service

- a check in each **period of agreement** to ensure that your boiler, gas appliance or **central heating**, and ventilation is working safely and in line with relevant laws

and regulations. See page 28 for more details.

### approved list

- boilers, appliances or parts that we can **repair** or **replace**.

### authority to proceed

- written authorisation from the contract holder to allow an engineer to carry out any work that could impact elements not covered by the policy.

### authorised contact

- a **managing agent**, **landlord** or any named person who you've authorised and who we've agreed can act on your behalf to make arrangements under your **agreement** in relation to a **property**.

### boiler and controls

- a single natural gas or Liquid Petroleum Gas boiler or **warm-air** unit on your **property** that's designed for home use and has a heat output capacity of up to 70kW – as well as the flue and the controls that make it work, including

the programmer, any thermostats, motorised zone valves and central heating pump.

### boiler data

- information we receive from your **Boiler IQ**.

### Boiler IQ

- the diagnostic module attached to your boiler and the hub connected to your broadband router.

### British Gas Powerflush

- a process where we remove **sludge** from your **central heating** system.

### central heating

- the heat and hot water system on your **property** – including your expansion tank, radiators, bypass and radiator valves, system filters, **warm-air** vents, **cylinders**, any immersion heater and its wired in timer switch, and the pipes that connect them.

### cylinders

- tanks that store hot water.

### drains

- the system of waste water pipes on your **property**.

### electric vehicle charger

- single-phase chargers, with a maximum of 32A, installed by British Gas since 1st February 2020.

### excess/fixed fee

- the amount you've chosen to pay towards each completed **repair** or **replacement**.

### first service

- a service and check to confirm whether we can cover your **boiler and controls** or **central heating**. See page 28 for more details.

### gas supply pipe

- the pipe that connects your gas meter to your gas boiler and other gas appliances you have on your **property**.

### home

- the building, including any attached garage or conservatory where you live or a home you own, including holiday homes or rental **properties**.

### landlord

- someone who owns a **property** which they don't occupy and which may be occupied by a tenant.

### light fitting(s)

- the electrical cable and fixings up to and including standard light bulb holders, individual downlight fittings embedded into ceilings and fluorescent tube assembly and starter units.

### managing agent

- someone who provides managed services to a **landlord** in relation to one or more **properties**.

### managing agent insurable interest

- in relation to any insurance

**product**, where a **managing agent** has a contractual obligation to maintain elements of a **property** on behalf of a **landlord**.

### monitor/monitoring

- keeping an eye on your **boiler data** so we can identify when your boiler is failing to produce heat or hot water.

### period of agreement

- the day your **agreement** starts until your **agreement** ends, as detailed on your **statement**.

### product/products

- cover or service for certain appliance(s) or system(s) as set out in your **statement**.

### property/properties

- a **home** and all the land up to your boundary – including any detached outbuildings.

### repair(s)/repairing/ repaired

- to fix your boiler, appliance, system or **electric vehicle charger** following an individual fault or breakdown but not repairs that are purely cosmetic (for example mould, dents or scratches) or related to software which doesn't stop the main function of your boiler, appliance, system or **electric vehicle charger** from working or makes it unsafe.

### replacement/replace/ replacing

- where we replace your boiler, appliances (not those covered under Kitchen Appliance Cover) or parts with a British Gas approved standard alternative. We'll provide replacements with similar functionality but not necessarily an identical make and model or type of

## Definitions

fitting.

In the case of internet-enabled boilers, appliances or parts, replacements will only be from the British Gas or Hive range; and for Kitchen Appliance Cover we'll provide a contribution towards a replacement appliance with similar functionality from our approved supplier.

See page 30 for more details.

### sanitary ware

- your toilet bowl and cistern, bidet, sink, pedestal, bath and shower tray.

### sludge

- the natural build-up of deposits in your boiler or **central heating** system as it corrodes over time.

### statement

- the document that shows the **products** you have with us, the **period of agreement**, how much you're paying and any **excess** or **fixed fee**.

### upgrades

- improvements that make your boiler, appliance, system or **electric vehicle charger** safer, or more efficient.

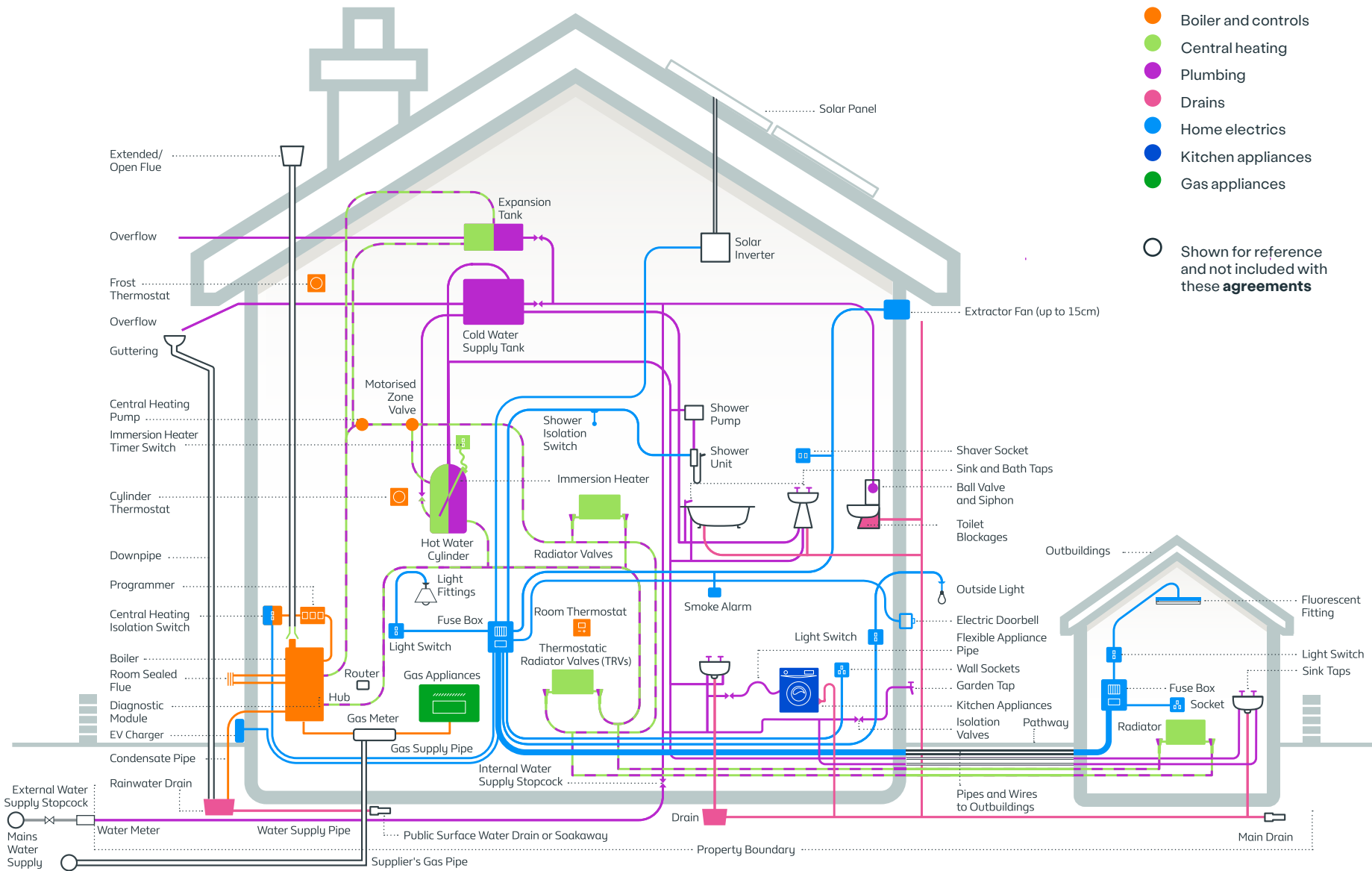
### warm-air

- where your **home** is heated by warm air flowing through vents, not hot water flowing through radiators.

# What we can look after

- Boiler and controls
- Central heating
- Plumbing
- Drains
- Home electrics
- Kitchen appliances
- Gas appliances

○ Shown for reference and not included with these **agreements**



## Our insurance products

All our insurance **products** are underwritten by British Gas Insurance Limited.

The table below shows the features that are included in each **product**. You should also refer to the general conditions on page 26 and general exclusions on page 31.

### All insurance products include:

- Parts and labour
- Unlimited **repairs**
- Up to £1,000, including VAT, for getting **access and making good** for each **repair**

Page Nos	Product As shown on your <b>statement</b>	Product Features								These products are designed to meet the demands and needs of customers who want to protect their:
		Annual service	Boiler and Controls 	Central Heating 	Plumbing 	Drains 	Home Electrics 	Gas Appliance 	Kitchen Appliance 	
10	<b>HomeCare One/HomeCare 100/Basic</b>	✓	✓	✗	✗	✗	✗	✗	✗	Boiler and controls on a service and repair basis
10–11	<b>HomeCare Two/HomeCare 200/Energy Extra 200/Essential</b>	✓	✓	✓	✗	✗	✗	✗	✗	Boiler, controls and central heating on a service and repair basis
10–13	<b>HomeCare Three/HomeCare 300/Classic</b>	✓	✓	✓	✓	✓	✗	✗	✗	Boiler, controls and central heating on a service and repair basis and plumbing and drains on a repair only basis
10–14	<b>HomeCare Four/HomeCare 400/Energy Extra 400/Complete</b>	✓	✓	✓	✓	✓	✓	✗	✗	Boiler, controls and central heating on a service and repair basis and plumbing, drains and home electrics on a repair only basis
12–14, 16–17	<b>Energy Extra 50</b>	✗	✓	✓	✓	✓	✓	✗	✗	Boiler, controls, central heating, plumbing, drains and home electrics on a repair only basis
10	<b>Boiler and Controls Cover</b>	✓	✓	✗	✗	✗	✗	✗	✗	Boiler and controls on a service and repair basis
10–11	<b>Central Heating Cover</b>	✓	✓	✓	✗	✗	✗	✗	✗	Boiler, controls and central heating on a service and repair basis
12–13	<b>Plumbing and Drains Cover</b>	✗	✗	✗	✓	✓	✗	✗	✗	Plumbing and drains on a repair only basis
13	<b>Home Electrical Cover</b>	✗	✗	✗	✗	✗	✓	✗	✗	Home electrics on a repair only basis
14	<b>Gas Appliance Cover</b>	✓	✗	✗	✗	✗	✗	✓	✗	Gas appliances on a service and repair basis
15	<b>Kitchen Appliance Cover</b>	✗	✗	✗	✗	✗	✗	✗	✓	Kitchen appliances on a repair only basis
16	<b>Boiler and Controls Breakdown Cover</b>	✗	✓	✗	✗	✗	✗	✗	✗	Boiler and controls on a repair only basis
16–17	<b>Central Heating Breakdown Cover</b>	✗	✓	✓	✗	✗	✗	✗	✗	Boiler, controls and central heating on a repair only basis

## Boiler and Controls

If your boiler has been installed by us on or after 1st November 2023 and you have a British Gas Warranty some of the features of Boiler and Controls will also be included in that warranty.

### What's covered

- ✓ All **repairs** to:
  - a single natural gas or Liquid Petroleum Gas boiler or **warm-air** unit on your **property**, that's designed for home use and has a heat output capacity of up to 70kW;
  - the room sealed flue up to one metre in length and the flue terminal;
  - the controls that make the boiler work including the programmer, any thermostats – including Hive Thermostats (covering Hive Thermostat, hub and receiver) – motorised zone valves and central heating pump
- ✓ A **replacement** for your boiler if we can't **repair** it and:
  - it's less than seven years old; or
  - it's between seven and ten years old, we installed it and it's been continuously covered by us under either a warranty or HomeCare **product**; or
  - it caught fire or exploded, providing you gave us access to carry out your **annual service** within every **period of agreement**
- ✓ A **replacement** of the **gas supply pipes** that are visible and accessible if we can't **repair** them
- ✓ A **replacement** of the controls that make your boiler work if we can't **repair** them
- ✓ A **replacement** of the room-sealed flue up to one metre in length and the flue

terminal if we can't **repair** it

- ✓ A **first service** or **annual service** (see page 28)
- ✓ Costs of up to £500 for alternative accommodation and travel if your **home** is unfit to live in as a result of your boiler catching fire or exploding
- ✓ **Accidental damage**

### What's not covered

- ✗ Claims within the first 14 days of the **product** start date
- ✗ Damage caused by limescale, **sludge** or other debris, if we've told you before that you need to carry out **repairs, improvements** or a **British Gas Powerflush**, or a similar process, but you haven't done so
- ✗ Fixing your showers, their parts and shower pumps
- ✗ Any controls designed specifically for underfloor heating
- ✗ **Repairing** or **replacing** open flues and their terminals or flues over one metre in length
- ✗ **Replacing** or topping up your system inhibitor unless we've removed it
- ✗ Any part of your **boiler and controls** which directly supplies a swimming pool
- ✗ Resetting your controls or **replacing** the batteries
- ✗ **Repairing** or **replacing** your **central heating** system
- ✗ **Repairing** or **replacing** heat pumps
- ✗ **Repairs** to steel **gas supply pipes**, or any **gas supply pipes** that are not visible or accessible

## Central Heating

### What's covered

- ✓ All **repairs** to the heat and hot water system on your **property**, for example:
  - expansion tank, radiators, bypass and radiator valves (including Hive Radiator Valves);
  - **warm-air** vents;
  - **cylinders** and immersion heaters, including wired-in timer switches; and the pipes that connect the **central heating** system
- ✓ A **replacement** of parts of your **central heating** if we can't **repair** them
- ✓ A **first service** or **annual service** (see page 28)
- ✓ **Accidental damage**

### What's not covered

- ✗ Claims within the first 14 days of the **product** start date
- ✗ Damage caused by limescale, **sludge** or other debris – if we've told you before that you need to carry out **repairs, improvements** or a **British Gas Powerflush**, or a similar process, but you haven't done so
- ✗ Fixing your showers, their parts and shower pumps
- ✗ **Repairing** or **replacing** taps
- ✗ Any parts that are designed specifically for underfloor heating
- ✗ Supply of curved or designer radiators (see page 31)
- ✗ **Repair** or **replacement** of electrical elements in radiators
- ✗ **Replacing** or topping up your system inhibitor unless we've removed it
- ✗ Any part of your **central heating** which directly supplies a swimming pool
- ✗ Elson tanks and other specialist **cylinders**

## ● Plumbing

### What's covered

- ✓ All **repairs** to the plumbing system on your **property**, for example:
  - your hot and cold water pipes between your internal stopcock up to, and including your taps and garden taps and the flexible pipes to your kitchen appliances;
  - the hot water **cylinder** and cold water tanks including immersion heaters, toilet siphons, isolation, ball and radiator valves; and
  - your water supply pipe from the boundary of your **property** to your **home**
- ✓ A **replacement** of parts that we can't **repair**. We will **replace** a pair of taps to a single item of **sanitary ware** where only one can't be **repaired**
- ✓ **Accidental damage**

### What's not covered

- ✗ Claims within the first 14 days of the **product** start date
- ✗ Damage caused by limescale, **sludge** or other debris on your **Central Heating System** – if we've told you before that you need to carry out **repairs**, improvements or a **British Gas Powerflush**, or a similar process, but you haven't done so
- ✗ Showers and their parts, shower pumps, **sanitary ware**, spa baths, seals and grouting
- ✗ Radiators
- ✗ Any parts that are designed to boost your mains water pressure
- ✗ Water softeners, water filters and waste disposal units and taps that deliver boiling or filtered water
- ✗ Water pipes between your **home** and any detached outbuildings on your **property**
- ✗ Swimming pools, fountains, ponds or water features, garden irrigation systems, free-standing garden taps and the water pipes running to or from them
- ✗ Rainwater pipes and guttering
- ✗ Frozen pipes that need defrosting where there is no other damage
- ✗ Any water supply pipe that doesn't supply your **home**
- ✗ Water meters
- ✗ Plumbing in your outbuildings if the supply is provided by a different mains connection from your **home**
- ✗ **Repair** and/or maintenance of devices fitted to your plumbing system that are designed to assist in the detection of leaks
- ✗ Excavation directly under the **property** where there is a risk to foundations
- ✗ Elson tanks and other specialist **cylinders**

## ● Drains

### What's covered

- ✓ Unblocking **drains** to restore flow
- ✓ **Repairing drains** where we deem the **drain** to be unserviceable to restore flow
- ✓ **Repairing** leaks to waste water pipes and soil and vent pipes
- ✓ A **replacement** of parts that we can't **repair**
- ✓ **Accidental damage**

### What's not covered

- ✗ Claims within the first 14 days of the **product** start date
- ✗ Rainwater guttering and down pipes, manholes and their covers, soakaways, septic tanks, cesspits, drainage pumps, treatment plants and macerators and their outflow pipes
- ✗ Cleaning and descaling your **drains**
- ✗ Shared **drains**
- ✗ Excavation directly under the **property** where there is a risk to foundations

## ● Home Electrics

### What's covered

- ✓ All **repairs** to the mains electrical system and wiring on your **property**, for example:
  - the fuse box, **light fittings**, switches, sockets, isolation switches and your immersion heater timer switch;
  - extractor fans up to 15cm in diameter;
  - doorbells and smoke alarms that are connected to the wiring; and
  - outside lighting as long as it's fixed to your **home** or outbuildings and fitted less than ten metres above ground
- **electric vehicle charger** units installed by us on or after 1st February 2020
- ✓ A **replacement** of parts that we can't **repair**
- ✓ Vandalism or theft for **electric vehicle chargers**
- ✓ **Accidental damage**

### What's not covered

- ✗ Claims within the first 14 days of the **product** start date
- ✗ **Replacement** of your fuse box if we cannot source suitable parts to **repair** it
- ✗ Electrical appliances, burglar alarms and camera systems
- ✗ Showers and their parts, shower pumps, cooker extractor hoods, storage and panel heaters, underfloor heating, swimming pools, controls, pumps, detectors, timers and programmers, electrical plugs, and solar panels and their inverters
- ✗ The electricity supply cable up to the fuse box or mains isolation switch if fitted
- ✗ Power cables between your **home** and any detached outbuildings, outdoor fittings or appliances on your **property**
- ✗ Electrics in your outbuildings if the supply is connected to a separate electricity meter than to your **home**
- ✗ **Electric vehicle chargers** installed before 1st February 2020 and those not installed by us
- ✗ Rubber or lead-covered cables
- ✗ Complete system rewire

## ● Gas Appliance

### What's covered

- ✓ All **repairs** to:
  - the gas appliance(s) shown on your **statement**; and
  - the room sealed flue up to one metre in length and the flue terminal
- ✓ A **replacement** if we can't **repair** it because it caught fire or exploded, providing you gave us access to carry out your **annual service** within every **period of agreement**
- ✓ An **annual service** of the gas appliances shown on your **statement** (see page 28)
- ✓ A **replacement** of the room-sealed flue up to one metre in length and the flue terminal if we can't **repair** it
- ✓ Costs of up to £500 for alternative accommodation and travel if your **home** is unfit to live in as a result of your gas appliance catching fire or exploding
- ✓ **Accidental damage**

### What's not covered

- ✗ Claims within the first 14 days of the **product** start date
- ✗ **Repairing** or **replacing** open flues and their terminals or any flue over one metre in length
- ✗ Artificial coals on gas fires
- ✗ Damage caused by limescale
- ✗ Flueless fires

## ● Kitchen Appliance

### What's covered

- ✓ All **repairs** to the kitchen appliance(s) shown on your **statement**
  - ✓ A contribution towards a **replacement** if we can't **repair** it or we decide it will cost less to **replace** than to **repair**. We'll source the **replacement** from our approved supplier and make the following contribution based on their current retail selling price:
    - 100% if your appliance is less than three years old
    - 30% if your appliance is three years old or more
- You may be required to provide proof of purchase to help verify the appliance's value

You may use our contribution towards an alternative model of your choice from our approved supplier. There is no cash alternative

### ✓ Accidental damage

### What's not covered

- ✗ Claims within the first 14 days of the **product** start date or the addition of a new appliance
- ✗ Wine coolers, cooker hoods and other extractor fans
- ✗ Disconnecting and disposing of your old appliance, or unpacking or installing new ones
- ✗ Any appliance(s) that weren't bought in the UK
- ✗ Any appliances(s) that weren't new when you bought them, unless they are appliance(s) that were in the **property** when you moved in
- ✗ Appliance(s) designed for commercial use





## Boiler and Controls Breakdown

### What's included

- ✓ All **repairs** to:
  - a single natural gas or Liquid Petroleum Gas boiler or **warm-air** unit on your **property**, that's designed for home use and has a heat output capacity of up to 70kW;
  - the room sealed flue up to one metre in length and the flue terminal;
  - the controls that make the boiler work including the programmer, any thermostats – including Hive Thermostats (covering Hive Thermostat, hub and receiver) – motorised zone valves and central heating pump
- ✓ A **replacement** for your boiler if we can't **repair** it and:
  - it's less than seven years old; or
  - it's between seven and ten years old, we installed it and it's been continuously covered by us under either a warranty or HomeCare **product**
  - A **replacement** of the controls that make your boiler work if we can't **repair** them
- ✓ A **replacement** of the **gas supply pipes** that are visible and accessible if we can't **repair** them
- ✓ A **replacement** of the room-sealed flue up to one metre in length and the flue terminal if we can't **repair** it

### What's not covered

- ✗ Claims within the first 14 days of the **product** start date
- ✗ **Accidental damage**
- ✗ Damage caused by limescale, **sludge** or other debris – if we've told you before that you need to carry out **repairs**, improvements or a **British Gas Powerflush**, or a similar process, but you haven't done so
- ✗ Fixing your showers, their parts and shower pumps
- ✗ Any controls designed specifically for underfloor heating
- ✗ **Repairing** or **replacing** open flues and their terminals or flues over one metre in length
- ✗ **Replacing** or topping up your system inhibitor unless we've removed it
- ✗ Any part of your **boiler and controls** which directly supplies a swimming pool
- ✗ Resetting your controls or **replacing** the batteries
- ✗ A **first service** or **annual service**
- ✗ **Repairing** or **replacing** your **central heating** system
- ✗ **Repairing** or **replacing** heat pumps
- ✗ **Repairs** to steel **gas supply pipes**, or any **gas supply pipes** that are not visible or accessible

## Central Heating Breakdown

### What's included

- ✓ All **repairs** to the heat and hot water system on your **property**, for example:
  - expansion tank, radiators, bypass and radiator valves (including Hive Radiator Valves);
  - **warm-air** vents;
  - **cylinders** and immersion heaters, including wired-in timer switches; and the pipes that connect the **central heating** system
- ✓ A **replacement** of parts of your **central heating** if we can't **repair** them

### What's not covered

- ✗ Claims within the first 14 days of the **product** start date
- ✗ **Accidental damage**
- ✗ Damage caused by limescale, **sludge** or other debris – if we've told you before that you need to carry out **repairs**, improvements or a **British Gas Powerflush**, or a similar process, but you haven't done so
- ✗ Fixing your showers, their parts and shower pumps
- ✗ **Repairing** or **replacing** heat pumps
- ✗ **Repairing** or **replacing** taps
- ✗ Any parts that are designed specifically for underfloor heating
- ✗ Supply of curved or designer radiators (see page 31)
- ✗ **Repair** or **replacement** of electrical elements in radiators
- ✗ **Replacing** or topping up your system inhibitor unless we've removed it
- ✗ Any part of your **central heating** which directly supplies a swimming pool
- ✗ A **first service** or **annual service**
- ✗ Elson tanks and other specialist **cylinders**

## Repair & Cover

If you have selected Repair and Cover, the following changes are made to the terms of your insurance product:

In the "What's not covered" section, the exclusion regarding "Claims within the first 14 days of the product start date" does not apply.

In the "Making Repairs" section of the "General conditions", the exclusion that states "We won't **repair** or **replace** any boiler, appliance or system within the first 14 days of the product start date" does not apply (see page 29).

The general exclusion for pre-existing faults does not apply to the first repair that we have agreed to carry out (see page 31).

The right for us to cancel your **agreement** due to a pre-existing fault does not apply to the first repair that we have agreed to carry out. However, if we are unable to complete this first **repair** for any reason, we may cancel your **agreement**.

The excess you've agreed to pay each time we **repair** or **replace** your appliance does not apply to the first repair we have agreed to carry out. The excess will be payable for each subsequent **repair** or **replacement**.

## Our non-insurance products

All our non-insurance **products** are provided by British Gas Services Limited.

You should also refer to the general conditions on page 26 and general exclusions on page 31.

British Gas also offers on-demand home improvement services. Please see the contact details on the back page for further information.

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## Our service and inspection products

### Boiler IQ

This **product** is only available for selected boilers and where you hold a HomeCare **product** or British Gas warranty that covers your boiler. We'll install **Boiler IQ, monitor** your boiler remotely and let you know if we detect your boiler is failing to provide heat or hot water.

#### What's included

- ✓ Installing **Boiler IQ**
- ✓ **Monitoring** your boiler
- ✓ Contacting you when we identify your boiler is failing to provide heat or hot water to arrange a **repair** under your HomeCare **product** or warranty
- ✓ **Repairing** or **replacing** your **Boiler IQ** if it develops a fault

#### What's not included

- ✗ **Repairing** or **replacing** your **central heating** system
- ✗ **Repairing** or **replacing** your **boiler and controls**
- ✗ A **first service** or **annual service**
- ✗ Identifying faults that don't stop your boiler producing heat or hot water
- ✗ Identifying faults if your internet connection or power supply fails
- ✗ Any internet related costs, including those associated with the transfer of data to or from your **Boiler IQ**

## Gas Appliance Check

### What's included

- ✓ An **annual service** for the gas appliance(s) on your **statement**

If our engineer finds that one of your gas appliance(s) isn't fit to be used, you'll still have to pay for their visit

### What's not included

- ✗ Any **repairs** or **replacements**

## Annual Boiler Service

This is only available to purchase if you have a British Gas Warranty on a boiler installed on or before 31st October 2023

### What's included

- ✓ An **annual service** for your boiler

### What's not included

- ✗ Any **repairs** or **replacements**

## Gas Safety Check & Certificate (CP12)

If you are a **landlord**, you have a legal responsibility to make sure you have a valid Gas Safety Certificate for the gas meter, gas pipework and any gas appliance(s) on your **property**. You are responsible for contacting us and arranging your safety check appointment up to two months before your certificate expires.

### What's included

- ✓ An inspection of your gas meter, gas pipework and any gas appliance(s) on your **statement**
- ✓ A Gas Safety Certificate for your gas meter, gas pipework and any gas appliance(s) on your **statement**, which we'll post or email to you and your tenant if you prefer. If any part fails the safety inspection, we'll include all the details on the Gas Safety Certificate

### What's not included

- ✗ **Repairs** or a **replacement** of your gas meter, gas pipework or any gas appliance(s)
- ✗ An **annual service**
- ✗ The cost of re-inspecting any of the failures detailed on your Gas Safety Certificate
- ✗ We won't provide a Gas Safety Certificate for any boiler or gas appliance we've not inspected

## Gas Safety Certificate (CP12)

This can only be purchased with a **product** that includes an **annual service** and will normally be completed at the same time as your **annual service**.

### What's included

- ✓ An inspection of your gas meter and gas pipework
- ✓ A Gas Safety Certificate for your gas meter, gas pipework and any gas appliance(s) on your **statement**, which we'll post or email to you and your tenant if you prefer. If any part fails the safety inspection, we'll include all the details on the Gas Safety Certificate

### What's not included

- ✗ **Repairs** or a **replacement** of your gas meter, gas pipework or any gas appliance(s)
- ✗ The cost of re-inspecting any of the failures detailed on your Gas Safety Certificate
- ✗ We won't provide a Gas Safety Certificate for any boiler or gas appliance we've not inspected

## Electrical Installation Condition Report (EICR)

This is a one-off safety inspection of your mains connected electrical wiring and electrical fixtures, including the fuse box.

### What's included

- ✓ A series of electrical safety tests of your electrical wiring up to a maximum of 14 circuits
- ✓ A visual inspection of all your accessible switches, sockets, and **light fittings** and checking a sample of the connections to them
- ✓ A report which will contain details of the inspection and any faults found, and a recommendation of when the next inspection should take place

### What's not included

- ✗ Any **repairs** to faults identified during testing and inspection
- ✗ Re-checking any faults once you've **repaired** them

## Electrical Appliance Testing

This is a service for **landlords** purchasing an Electrical Installation Condition Report who provide their tenants with any appliance that is permanently connected or connected via a plug and socket. We will check the number of appliances you've paid for, but it's your responsibility to ensure that you, your tenant or **managing agent** shows us which appliances should be tested.

### What's included

- ✓ An electrical safety test on appliances owned and identified for testing by the **landlord**
- ✓ A separate appliance testing report detailing what's been tested, provided with your Electrical Installation Condition Report

### What's not included

- ✗ **Repairs** or **replacement** to appliance(s)
- ✗ Tests to appliances not provided, or identified, by the **landlord** as requiring testing
- ✗ Tests to appliances where we can't reasonably gain access to the electrical connection point

## Service and Repair Warranty Products

The table below shows the features that are included in each **product**. You should also refer to the general conditions on page 26 and the general exclusions on page 31.

Page Numbers	Product As shown on your statement	Product Features			
		Annual Service	Gas Appliance	Boiler & Controls	Central Heating
23	<b>Gas Appliance Care</b>	✓	✓	✗	✗
24	<b>Boiler and Controls Care</b>	✓	✗	✓	✗
25	<b>Central Heating Care</b>	✓	✗	✓	✓

If your boiler has been installed by us on or before 31st October 2023 and you have a British Gas 5 Year Warranty some of the features of Central Heating Care will also be included in that warranty. This will be reflected in the price of Central Heating Care.

If you bought a new boiler from British Gas New Heating Limited, they may have provided you with a warranty. After the warranty finishes, we'll offer you the chance to buy a similar **product**.

### All of our service and repair warranty products include:

- Parts and labour
- Unlimited **repairs**
- Up to £1,000, including VAT, for getting **access and making good** for each **repair**

## Gas Appliance Care

If you've bought a gas appliance from British Gas New Heating Limited you may have been provided with a twelve-month Gas Appliance Care **product**.

### What's included

- ✓ All **repairs** to:
  - the gas appliance(s) shown on your **statement**; and
  - the room sealed flue up to one metre in length and the flue terminal
- ✓ An **annual service**
- ✓ A **replacement** of the room sealed flue up to one metre in length and the flue terminal if we can't **repair** it

### What's not included

- ✗ **Accidental damage**
- ✗ **Repairing** or **replacing** open flues or flues over one metre in length and their flue terminals
- ✗ Artificial coals on gas fires
- ✗ Damage caused by limescale
- ✗ Flueless fires

## ● Boiler and Controls Care

### What's included

- ✓ All **repairs** to:
  - a single natural gas or Liquid Petroleum Gas boiler or **warm-air** unit in your **property**, that's designed for home use and has a heat output capacity of up to 70kW;
  - A replacement of the room-sealed flue up to one metre in length and the flue terminal if we can't repair it
  - the controls that make the boiler work including the programmer, any thermostats – including Hive Thermostats (covering Hive Thermostat, hub and receiver) – motorised zone valves and central heating pump
- ✓ A **replacement** for your boiler if we can't **repair** it and:
  - it's less than seven years old; or
  - it's between seven and ten years old, we installed it and it's been continuously covered by us under either a warranty or HomeCare **product**
- ✓ A **replacement** of the controls that make your boiler work if we can't **repair** them
- ✓ **first service** or **annual service** (see page 28)
- ✓ A **replacement** of the **gas supply pipes** that are visible and accessible if we can't **repair** them
- ✓ **replacement** of the room-sealed flue up to one metre in length and the flue terminal if we can't **repair** it

### What's not included

- ✗ **Accidental damage**
- ✗ Damage caused by limescale, **sludge** or other debris – if we've told you before that you need to carry out **repairs**, improvements or a **British Gas Powerflush**, or a similar process, but you haven't done so
- ✗ Fixing your showers, their parts and shower pumps
- ✗ Any controls designed specifically for underfloor heating
- ✗ **Repairing** or **replacing** open flues and their terminals or flues over one metre in length
- ✗ **Replacing** or topping up your system inhibitor unless we've removed it
- ✗ Any part of your **boiler and controls** which directly supplies a swimming pool
- ✗ Resetting your controls or **replacing** the batteries
- ✗ **Repairing** or **replacing** your **central heating** system
- ✗ **Repairing** or **replacing** heat pumps
- ✗ **Repairs** to steel **gas supply pipes**, or any **gas supply pipes** that are not visible or accessible

## ● Central Heating Care

### What's included

- ✓ All **repairs** to the heat and hot water system on your **property**, for example:
  - expansion tank, radiators, bypass and radiator valves (including Hive Radiator Valves);
  - **warm-air** vents;
  - **cylinders** and immersion heaters, including wired-in timer switches; and the pipes that connect the **central heating** system
- ✓ A **replacement** of parts of your **central heating** if we can't **repair** them
- ✓ A **first service** or **annual service** (see page 28)

### What's not included

- ✗ **Accidental damage**
- ✗ Damage caused by limescale, **sludge** or other debris – if we've told you before that you need to carry out **repairs**, improvements or a **British Gas Powerflush**, or a similar process, but you haven't done so
- ✗ Fixing your showers, their parts and shower pumps
- ✗ **Repairing** or **replacing** taps
- ✗ Any parts designed specifically for underfloor heating
- ✗ Supply of curved and designer radiators (see page 31)
- ✗ **Repair** or **replacement** of electrical elements in radiators
- ✗ **Replacing** or topping up your system inhibitor unless we've removed it
- ✗ Any part of your **central heating** system which directly supplies a swimming pool
- ✗ Elson tanks and other specialist **cylinders**

# General conditions – applicable to our insurance and non-insurance products

## Your Agreement

### UK law

Your **agreement** is bound by the laws of whichever country the **property** included in your **agreement** is in – England and Wales, or Scotland.

### English language

Everything we write to you – including terms and conditions – will be in English.

### Adding new products

If you add any new **products** to your **agreement** during the **period of agreement**, we'll arrange it so that they all renew at the same time.

### Prices and price changes

Your **statement** shows the price of your **agreement**. That price won't go up or down over the **period of agreement**, unless you change your **agreement**, or **products**, or the Government changes the relevant tax rate. It could be you or who asks for changes to your **agreement**. If we ask you to agree to proposed changes to your **agreement**, we won't make the changes if you don't agree to them. If you and we agree any changes, we'll confirm what they are and when they apply. We'll always contact you about any change to your price.

### Payments

You can pay for your **agreement** yearly by cheque, debit or credit card or Direct Debit – or monthly by Direct Debit. Energy Extra customers will pay through their energy bill. All of our prices include the relevant taxes at the current rate.

### Similar services

Our insurance **products** are underwritten by British Gas Insurance Limited. We may decide to change our insurer and in such circumstances, we will write to you with details of the new proposed insurer prior to your renewal date. In accordance with

our Services Privacy Notice, which can be found at [britishgas.co.uk/privacy](https://britishgas.co.uk/privacy), to ensure continuity of your insurance, we may transfer your data to the new insurer to enable the new insurer to use your data in order to prepare premium and renewal documents for your **agreement**.

In accordance with our Services Privacy Notice, which can be found at [britishgas.co.uk/privacy](https://britishgas.co.uk/privacy), we may introduce insurance **products** provided by British Gas Insurance Limited or other underwriters that provide similar services and extra benefits to those that are currently being provided under our service and repair warranty **products**.

If you currently have a service and repair warranty **product** which is due for renewal, we may **replace** that **product** with a **product** suitable for you and, if you pay by Direct Debit, renew it every year until you tell us otherwise.

### Renewals

We'll contact you at least 25 days before your **agreement** is due for renewal. We will review your premiums annually based on claims history and other factors, such as regulatory or commercial changes that prompt a change in rates. If you pay by Direct Debit, or are an Energy Extra customer, we'll only automatically renew your **agreement** if you have instructed us to do so.

### Overlapping cover

If you have several different **products**, some parts of your system might be covered twice.

### Managing agents

We'll only provide the **products** to you and not to **landlords** or tenants and you must not resell or hold yourself out as a reseller of the **products** to **landlords**, tenants or anybody else.

You agree that:

- where you have insurance **products** you warrant that you'll have at all relevant times a **managing agent insurable interest** in the elements included in your **agreement**; and
- you'll indemnify us against all costs, expenses, losses, demands, amounts agreed upon in settlement and liabilities which we may suffer or incur arising out of, or in connection with, complaints or claims which we receive from **landlords**, tenants or any other third party as a result of your failure to have, at all relevant times, a **managing agent insurable interest** in the elements covered by your **agreement**.

### Recovering losses caused by third parties

If you make a claim under your **agreement** or **product** you must, at our request and expense, do everything we reasonably require to enable us to recover losses we become entitled to from other parties, following our **repair** or **replacement**. We may require you to carry out such actions before or after we carry out any **repair** or **replacement**.

### Work recommended by third parties

If a third party has recommended the need for a **repair** or a **replacement**, you must let us know so we can make our own assessment as to whether a **repair** or **replacement** is necessary. Any **repair** or **replacement** costs will not be reimbursed without prior authorisation from us.

## Your responsibilities

### Changing your address

If you move to a new **home**, you need to tell us as soon as possible. We'll cancel your **agreement** at the old address and we can start a new **agreement** at your new address if you wish to continue with cover. Your **premium** will be reassessed at your new **property**. If you're an Energy Extra customer and you move **home**, we'll cancel your **agreement** at the old address and offer you an alternative **product**. If you

don't want to start a new **agreement** at your new address, your old **agreement** will be cancelled, and cancellation charges may apply – see cancellation charges section for more information.

### Keeping us up to date

It's your responsibility to keep us informed of any changes to your contact details including telephone number, address or email. If you change a boiler or appliance that's covered by us, you need to tell us the make and model of the new one, so we can check we can cover it. If we can't cover your new boiler or appliance we may need to cancel or amend your **product**.

You should also check to see whether you still need the same level of cover – for example, if your new boiler or appliance has a manufacturer's warranty.

### Missing payments under your agreement

Before we book your **repair**, or visit, we may ask you to pay any missing payments due. If you don't pay us money you owe, we or our agents will contact you to recover the money. You agree we can take action to recover money that you owe, including by:

- using money you've paid us under another contract or account, even if that account is for a different **property**
- using money that we owe you (for example any credit balance you have with us)
- selling your debt to a third party.

### Getting into your property

Our engineers will only work on your **property** if there's someone 18 years old or older there at all times during the visit. It's your responsibility to give us access to your **property**. If we can't get access we won't be able to complete the work and it's then up to you to arrange another appointment.

If you don't re-arrange the appointment, your **agreement** will still continue. After several failed attempts to get into your **property**, we may cancel your **agreement** but we'll let you know beforehand. Cancellation charges may apply – see cancellation charges section for more information.

**Authority to carry out work**

If you're not at the **property** when our engineer visits, you must make sure that there is somebody else present who can give instructions to our engineer on your behalf and you must ensure you obtain any job sheets or advice that the engineer leaves with that person. In some situations you may be required to sign an **Authority to Proceed**.

If you are a tenant, it is your responsibility to ensure that you have obtained the relevant consent from your **landlord** to enable you to give instructions to our engineer and that you pass any job sheets or advice from the engineer back to the **landlord**.

It is your responsibility to get consent from any relevant third parties (such as a neighbour) where you and they, for example, share a water supply pipe or driveway.

**Working in dangerous or unsafe conditions**

We won't start or continue doing any work in your **home** if we believe there's a health and safety risk, for example: hazardous chemicals, pest infestations, verbal or physical abuse, or harassment. And we won't return to finish the work until that risk is gone. If any asbestos needs to be removed before we can **repair** your boiler, appliance, system or **electric vehicle charger**, you'll need to arrange and pay for someone else to remove it and give you a Certificate of Reoccupation which you'll need to show us.

**Under warranty**

If your boiler, appliance, system or **electric vehicle charger** is covered by a third-party warranty, it's your responsibility to make sure that any work we do doesn't affect that warranty.

**Authorised contacts**

If you want an **authorised contact** it's your responsibility to let us know who they are so that we can note it on your **agreement**.

**Manufacturer's security instructions**

It's your responsibility to follow manufacturer password security guidelines and advice as well as other manufacturer security instructions (including, but not limited to, complying with any firmware and software

update notifications) related to internet or mobile connected devices which are used to communicate with boilers, appliances or systems covered under this **agreement**.

## Visiting you

**First service**

If your **product** includes a **first service** we will carry out your **first service** as soon as we can after the start of your **agreement**. In periods of local or national high demand for our services (such as cold weather), we prioritise breakdowns and may need to postpone your first visit. If we've already carried out a **first service** or an **annual service** at your address in the last twelve months, we won't carry out a **first service** – even if you've just moved in. Instead you will receive an **annual service**.

At the **first service** our engineer will check that your boiler is on our **approved list** and your boiler or **central heating** and ventilation don't have any pre-existing faults.

If we find it's not on the **approved list** or it has a pre-existing fault, we'll either:

- tell you what needs to be done to fix it – and how much it'll cost;
- offer you a different **product** or level of cover; or
- cancel your **boiler and controls** and/or **central heating products**. Other **products** you hold with us will not be impacted

**Annual service**

We'll contact you or your **authorised contact** to arrange your **annual service** and will remind you if you haven't booked within a month. It is your responsibility to book an **annual service** visit with us. If you fail to book an **annual service** visit within your contract period or are not at the **property** when our engineer visits, we won't refund the cost of the missed **annual service**.

Your **annual service** may be more or less than 12 months after your last service visit. We aim to complete most **annual service** visits in the summer so you can have confidence that your boiler is in good shape going into winter. In periods of local or national high demand

for our services (such as cold weather), we prioritise breakdowns and may need to rearrange your **annual service**.

For boilers and **central heating**, your **first service** counts as an **annual service** visit. One of our engineers will visit your **home** to complete your **annual service**. This will include testing the gases your appliance or boiler produces. If the visit shows that it's necessary to take your appliance or boiler apart to adjust or clean it, we'll do so. During the visit, our engineer will fill in a checklist that shows you exactly what we've looked at. Then, if we find a problem or fault that needs to be fixed, we'll tell you about it. If we've already carried out a **first service**, an **annual service** or installed a new boiler at your address in the last twelve months we won't carry out a **first service** – even if you've just moved in.

If your product:

- includes **repairs** and has an **excess** or **fixed fee** you will have to pay this before we **repair** it; or
- is service only, our engineer may give you a quote to have the work done

**Tenants or letting agents arranging visits**

Your tenants or letting agents can call us directly to arrange an engineer's visits. In this scenario, it remains the **landlord's** responsibility to obtain any job sheets or advice that the engineer leaves with that person.

**Reasonable timescales**

We'll carry out any **repairs** or visits you're entitled to within a reasonable time, unless something beyond our control makes that impossible – in which case we'll let you know as soon as possible and give you another time when we can visit.

During epidemics or pandemics, we will adhere to Government guidelines concerning restriction of non-essential travel and may have to reschedule your **repair** or visit until such time as the restrictions have been eased.

**Our engineers**

Normally, we'll send a British Gas or Dyno engineer to carry out the work. In some cases,

we may send a suitably qualified contractor instead.

## Making repairs

**Claims within the first 14 days**

We won't **repair** or **replace** any boiler, appliance, system or **electric vehicle charger** within the first 14 days of the **product** start date.

**Isolating your electricity supply**

If our engineer needs to safely isolate your electricity supply when carrying out works at your **property**, you agree that our engineer (acting on behalf of British Gas Trading Limited for these purposes) may de-energise and re-energise your supply as required. Before we isolate your supply, you must:

(i) give reasonable advance written notice of our intention to isolate your supply to any tenants or other third-party occupiers of the **property**. If requested by us, you agree to share a copy of such written notice with us; and

(ii) tell us about any vulnerable people living at the **property** who might be affected by us isolating your supply, for example anyone with a medical condition that requires an uninterrupted electricity supply. You confirm that you will inform such occupants that their information will be shared with us as necessary. You must give any vulnerable occupants sufficient advance notice of our intention to isolate your supply to allow them to arrange additional support if needed. You also agree to provide adequate support to any vulnerable occupants while we carry out such works.

**Response times**

We assign one of three categories to help prioritise our work:

- **Emergency**, where there is no heating and/or hot water causing a medical risk to someone living in the property or an uncontrollable boiler leak causing property damage. We aim to get an engineer to you the same day or the next day, with 24/7 service as needed.
- **Priority**, where there is no heating and/or

## General conditions

hot water or a containable boiler leak not causing property damage. We aim to get an engineer to you within two days

- Standard, which covers all other faults, e.g. a dripping radiator. We aim to get an engineer to you within five days.

### Excess or fixed fee

Your **statement** shows how much **excess** or **fixed fee** you've agreed to pay each time we complete a **repair** or **replace** your appliance; whether

- you report a fault to us;
- you agree to our visit following a fault identified by **Boiler IQ**; or
- we find a fault during a **first service** or **annual service**.

If the fault is related to one we've fixed for you in the last twelve months, then you won't have to pay an additional **excess** or **fixed fee**. Our engineer will use their expert judgement to decide whether a fault is related to an earlier fault or not.

When we book your **repair**, we'll ask to validate your debit or credit card for any **excess** or **fixed fee**. If you're a **landlord**, this can be from you, your tenants, **managing agent** or anyone else as long as the cardholder is present to authorise their card being used. We won't put the charges through until after we complete the **repair**. If we've reason to believe that the people living in your **home** are vulnerable or at risk, we'll send an engineer out even if we haven't been able to pre-authorise a debit or credit card – and send you an invoice for the **excess** or **fixed fee** after we've completed the **repair**.

### Safety advice

From time to time, we may tell you that your boiler, appliance, system or **electric vehicle charger** needs permanent **repairs** or improvements that aren't covered by your **agreement** to keep it working safely. For example, if your ventilation doesn't meet current gas safety regulations. If you don't follow this advice, it'll affect certain parts of your cover – but your **agreement** will keep running until you or we change or cancel it.

### Getting access and making good

In addition to the cost of parts and labour,

our insurance **products** and our non-insurance service and repair warranty **products** cover up to £1,000 including VAT for getting **access and making good**. This does not apply to the boiler which should be readily accessible for inspection and maintenance in accordance with the boiler's manufacturing guidelines or **gas supply pipes** that are not visible or accessible.

We won't be responsible for **repairing** any pre-existing damage, nor will we **replace** or restore the original surface or coverings, for example, tiles, floor coverings, decoration, grass or plants.

### Replacement parts

We'll try to get parts from the original manufacturer or our approved suppliers. We'll try to provide **replacements** with similar functionality but not necessarily the same features or an identical make and model or type of fitting. For example, we may **replace** an **electric vehicle charger** or a specific design of tap with a standard one from our range or **replace** electrical fittings with our nearest white, brass or chrome version. Or you can give the engineer a **replacement** part that you've bought yourself, that we approve, but we'll only accept responsibility for our workmanship.

If we can't get hold of the parts we may need to cancel your **agreement** (or part of it).

If we've agreed to cover a boiler or appliance but warned you that it might be difficult to find **replacement** parts, we'll do what we can, within reason, to **repair** it.

### Twelve-month guarantee

We guarantee to **repair** or **replace** any faulty parts we've supplied, or fix any faulty work that we've done for twelve months from the date that we did the work.

This doesn't affect your statutory rights under the Consumer Rights Act 2015, if applicable, and any laws that **replace** it. You can speak to Citizens Advice or Trading Standards if you want independent advice about your consumer rights.

### British Gas Powerflush

Over time, gas **central heating** systems build up **sludge** that can block or narrow

your pipes, radiators and boiler parts.

**British Gas Powerflush** is our way of removing that **sludge** from your system.

We'll tell you if your system needs a powerflush to work properly. You'll need to pay for it separately – it isn't included in your cover.

If someone else carries out a powerflush for you, you'll need to show us the receipt before we carry out any more **repairs** or **replacement** work for damage caused by **sludge**.

### Confirming the age of your appliances

If your **product** includes **replacing** appliances, our engineer will estimate how old it is. If you disagree, you'll need to show us either the original from new receipt, a dated guarantee or proof of when it was first installed.

### Curved or designer radiators

If your **product** includes cover for **central heating** it doesn't include a **replacement** of curved or designer radiators.

We can either:

- **replace** it with a standard radiator; or
- install a curved or designer radiator that you've bought yourself, in which case we only accept responsibility for our workmanship, not any manufacturing faults in the radiator itself

By designer radiator we mean a radiator of particular artistic design or intricate shape or made from materials such as glass, marble, stone, wood or cast iron.

## General exclusions

### Who can benefit from this agreement?

Nobody other than you can benefit from your **agreement**.

### Cash in lieu

We won't offer you cash instead of carrying out an **annual service**, **repairs** or **replacements**.

### Domestic use

Your **product** only includes cover for your **property** if it is used for regular day-to-day

living purposes, including use for home office or activities of a domestic nature, including renting, and not where the main purpose of the **property** is for commercial purposes.

### Pre-existing faults

Your **products** don't include cover for any faults or design faults that:

- were already there when your boiler, appliance, system or **electric vehicle charger** was installed;
- existed when you first took out the **product**;
- we've told you about before and you haven't fixed, or, if the work has been completed by a third party, where work, in our opinion, has not been completed to a satisfactory standard;
- we couldn't reasonably have been expected to know about before, for example, faulty pipes that don't have the correct protection, or which are buried under concrete floors; or
- prevent access because a part of your system has been permanently built over

### Work carried out by anyone but us

Unless your **product** includes **additional damage** we won't cover any damage you've caused. If anyone other than us carries out any work on your boiler, appliance, system or **electric vehicle charger** and damages it, or that work has not been completed properly, your cover doesn't include putting that right. Your cover doesn't include any work carried out by anyone but us unless such work has been approved and authorised by us.

### Deliberate damage or misuse

We won't **repair** or **replace** any parts that have been deliberately damaged or misused. Our engineer will use their expert judgement to determine the cause of the damage.

### Damage linked to the supply of your gas, water or electricity

We won't **repair** any damage that's caused by changes in, or problems with, the supply of your gas, water or electricity.

### External water supply stopcock

If we can't turn off the external water supply stopcock to your **home** to complete your **repair** it's up to you to get your water supplier to turn it off.



### Any damage that's covered by other kinds of insurance

Your **product** doesn't include **repairing** or **replacing** any damage caused by extreme weather, flooding, escape of water, structural issues, fire or explosions – or any other kind of damage that's normally covered by household insurance – unless your **product** specifically includes it.

If your **product** specifically includes anything that's also covered by your household insurance, we're only responsible for our fair share.

### Software, internet communications or radio signals

We're not responsible for any loss or damage caused by malicious, inappropriate or unintentional interference with the software, internet communications or radio signals of any **boiler and controls**, appliance, device or system covered under this **agreement**.

### Communication connections

We're not responsible for your internet connection nor the data transmission to, or from any boiler, appliance, device or control system and we're not responsible for **repairing** or **replacing** any network hub, smart speaker or voice controlled equipment or any smart functionality, for example, connectivity to or from your thermostat or radiator valves and mobile devices (excluding Hive hub and receiver).

### Any other loss or damage

We're not responsible for any loss of or damage to, or cleaning of **property**, furniture or fixtures as a result of your boiler, appliance, system or **electric vehicle charger** breaking or failing unless we caused it, for example damage caused by water leaks or pest or mould contamination. We're not responsible for any reduction in value or damage which results indirectly from anything insured by your **agreement**, such as loss of earnings or travel expenses, or anything which happens naturally over time including deterioration or wear and tear, settlement or shrinkage. We're also not responsible for any losses incurred as a result of delayed, rearranged, or cancelled appointments or failure to have a CP12 in place.

### Making any improvements

Your **product** only includes **repairing** or **replacing** your boiler, appliance, system or **electric vehicle charger** when it stops working properly – it doesn't include any improvements or **upgrades**, for example: **replacing** smoke alarms that are past their recommended **replacement** date or expiry date, **replacing** working radiators, swapping standard radiator valves for thermostatic ones or **replacing** electrical cables and fuseboards that still work.

Where we've told you that an improvement is necessary, we may not continue to make **repairs** on that part of your boiler, appliance, system or **electric vehicle charger** unless the work has been carried out.

### Steel or iron pipes

We won't **repair** or **replace** steel or iron pipes except:

- your water supply pipe from the boundary of your **property** to your **home**;
- your soil stack/vent pipe where these pipes are specifically covered by your **agreement**

### Energy/central heating management systems

We won't **repair** or **replace** energy or **central heating** management systems.

## Complaints

To make a complaint:

- contact us at [britishgas.co.uk/complaints](https://www.britishgas.co.uk/complaints);
- call us on **0333 200 8899**; or
- write to us at:  
**British Gas Services  
Customer Relations  
PO Box 699  
Winchester  
SO23 5AR**

We take any complaint seriously and we'll do our best to resolve the issue right away. If we need more time to investigate, we'll let you know and keep you updated.

If your complaint relates to one of our insurance **products** and you're not satisfied with our final response or it's been more than eight weeks since we received your complaint, you may be able to take it to the Financial Ombudsman Service:

- by calling them on **0800 023 4567**
- or writing to them at:  
**Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR**

For more information, visit [financial-ombudsman.org.uk](https://financial-ombudsman.org.uk)

If your complaint relates to one of our **non-insurance products** and you're not satisfied with our final response, you may be able to take it to our Alternative Dispute Resolution provider, CDRL, under the Utilities ADR scheme.

For more information visit: [cdrl.org.uk/utilities-adr/](https://cdrl.org.uk/utilities-adr/)

## Compensation scheme

British Gas Insurance Limited is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if British Gas Insurance Limited cannot meet its obligations. General insurance is covered for 90% of the claim, without any upper limit. You can get more information about the compensation scheme from FSCS at [fscs.org.uk](https://fscs.org.uk) or by phoning **0800 678 1100**.

## Cancelling your agreement

### Your cancellation rights

#### How you can cancel

You can cancel your **agreement** or a **product** at any time, by calling **0333 202 9523** – or writing to us at:

**HomeCare Membership Office  
Murdoch House  
Bothwell Road  
Uddingston  
G71 7UD**

#### If you cancel your product within 14 days

We'll give you a full refund if we haven't carried out any work:

- for your Electrical Installation Condition Report and **Boiler IQ**, the 14 days begins the day you accept our quotation; and
- for all other **products**, the 14 days begins on the start or renewal date, or from the date you received the **agreement** documents, whichever is later.

This is your cooling off period. If we've done work for you before the cooling off period ends and then you cancel your **agreement** or **products** you will have to pay cancellation charges – see cancellation charges section for more information.

### If you cancel your product after 14 days

We'll cancel your **product** from the date you notify us and we'll refund you for the remainder of the time you have already paid for. You may have to pay an admin fee of £30. If we've carried out any work for you, you will have to pay cancellation charges.

Cancelling your Direct Debit through your bank doesn't mean that you've cancelled your

**agreement** with us. If you stop your Direct Debit without telling us, we'll contact you to collect the money you owe. If we don't hear from you and you don't pay, we'll cancel your **agreement** no less than 30 days after the date we first found out your payment had failed. You will have to pay cancellation charges.

### Cancellation charges

If you or we cancel your **agreement** or any **products** and we've already completed work for you since you bought or renewed them, you will have to pay cancellation charges.

	No claims, annual service or first service	Annual service or first service	Claims made
<b>Cancellation within your 14-day cooling off period</b>	You'll get a full refund of your <b>product(s)</b> if you cancel within 14 days.	£65 for each boiler or appliance for which you have had an <b>annual service</b> or <b>first service</b> .	You will need to pay for any work carried out.  Boiler or Central Heating <b>repairs</b> or <b>replacement</b> : £155.  All other completed <b>repairs</b> or <b>replacement</b> : £70.
<b>Cancellation after your 14-day cooling off period</b>	You'll only pay for the days you were covered, and we'll refund any unused days.  You'll need to pay a £30 admin charge.	You'll only pay for the days you were covered, and we'll refund any unused days.  You'll need to pay a £30 admin charge.  £65 for each boiler or appliance for which you have had an <b>annual service</b> or <b>first service</b> .	You'll not be due a refund and will pay the remainder of the policy premium.

**You will never pay more than the total annual cost of the cancelled product(s).**

### Introductory offers

If you cancel or do not renew a **product** and then buy a **product** with similar features from British Gas:

- more than once in three years; or
- within three months

then you may not be eligible for any promotional offers or new customer prices.

### When we can cancel

We can cancel your **agreement** or **product** if:

- you give us false information;
- your boiler or appliance isn't on our **approved list**;
- we find a pre-existing fault during your **first service**;
- your **product** does not include a **first service** and we find a pre-existing fault at your first breakdown;
- we can't find the parts we need to **repair** your boiler, appliance or system, despite our attempts;
- you engage in unacceptable behaviour, such as persistently raising spurious and/or unfounded complaints;
- you put our people's health and safety at risk, for example, physical or verbal abuse;
- your **home** or **property** is unfit or unsafe to work in;
- you don't let us in to your **home** or **property** to work, despite several attempts;
- we tell you to make permanent **repairs** or improvements, but you don't; or
- you don't make your payments

We'll email or write to you to collect the money you owe. If we don't hear from you or you don't pay, we'll cancel your **agreement** no less than 30 days after the date we first found out your payment had failed. You may have to pay cancellation charges.

If we cancel your **agreement** or **product** we'll refund you for the rest of the time you've already paid for.

If we've completed a **repair, replacement**

or an **annual service** since you bought or renewed your **agreement** or **product**, you may have to pay cancellation charges or the balance for the remaining term.

If we cancel your **agreement** or **product** at your **first service**, we'll refund you in full, unless we've completed any work since you bought your **agreement** or **product**, in which case you may have to pay cancellation charges.

Where you have Boiler and Controls Breakdown Cover or Central Heating Breakdown Cover and:

- we can't get hold of the parts we need to fix your **boiler and controls** or **central heating**, and
- if you decide to cancel and contact us accordingly, we'll refund any money you have paid for these products since your last renewal date or your last claim, whichever was the more recent.

We can cancel your **Boiler IQ** if:

- you do not have a HomeCare **product** or British Gas warranty that covers your boiler;
- you move **home**; or
- you **replace** your boiler with a boiler that's not compatible with the **Boiler IQ**
- If you have **Boiler IQ** and we don't contact you to let you know your boiler has failed to produce heat or hot water but subsequently our engineer using their expert judgement agrees there was a boiler failure, we'll refund any money you have paid for this **product** since your last notification alert.

If you have **Boiler IQ** and we don't contact you to let you know your boiler has failed to produce heat or hot water but subsequently our engineer using their expert judgement agrees there was a boiler failure, we'll refund any money you have paid for this **product** since your last notification alert.

# How to make a claim

For a breakdown or **repair**, you may find that it is quickest and easiest to contact us at **britishgas.co.uk/breakdown**, or via the **British Gas App**. Alternatively, you can call us on **0333 200 8899**. Our breakdown line is open 24/7.

If you'd like a security password or have any special needs, please call us and let us know.

## Other useful contacts

A gas escape		0800 111999
A first service or annual service visit	<b>britishgas.co.uk/ASV</b>	0330 100 0079
A general enquiry	<b>britishgas.co.uk/contactus</b>	0333 200 8899
To make a complaint	<b>britishgas.co.uk/complaints</b>	0333 200 8899
Moving home	<b>britishgas.co.uk/homemove</b>	0333 200 8899
If you're a landlord or tenant	<b>britishgas.co.uk/ home-services/landlords</b>	0333 202 9798
To cancel all or part of your agreement		0333 202 9523
Alternative formats – Braille/large print/audio tape		<b>britishgas.co.uk/psr</b>
Home improvements	<b>britishgas.co.uk/ home-improvements</b>	0333 230 6674