**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** |

**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** |

**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** |

**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** |