

SERVICE SCHEDULE 22/01/2026

Provision of Maintenance and Repair Services Schedule (Gas Boilers)

| Section | Services | Services Description (inclusions) | Services Description (exclusions) | Cost (inclusive of VAT) |
|---------|--|---|--|---|
| 1 | Fixed Price Repair | <ul style="list-style-type: none"> ➤ 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 clause 7.1 within the T&C) ➤ All spare parts guaranteed for 12 months 1 year | <ul style="list-style-type: none"> ➤ 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 | <p>Charges (Wall Mounted Boilers)</p> <ul style="list-style-type: none"> ➤ £381.00 (Standard) ➤ £411.00 (15 years or above) <p>Charges (Floor Standing Boilers)</p> <ul style="list-style-type: none"> ➤ £413.00 (Standard) ➤ £470.00 (15 years or above) |
| 2 | Fixed Price Repair & Annual Service | <ul style="list-style-type: none"> ➤ 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 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 | <ul style="list-style-type: none"> ➤ 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 | <p>Charges (Wall Mounted Boilers)</p> <ul style="list-style-type: none"> ➤ £411.00 (Standard) ➤ £434.00 (15 years or above) <p>Charges (Floor Standing Boilers)</p> <ul style="list-style-type: none"> ➤ £436.00 (Standard) ➤ £523.00 (15 years or above) |
| 3 | Investigation & Fault Analysis | <ul style="list-style-type: none"> ➤ 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 | <ul style="list-style-type: none"> ➤ 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 | <p>Charges (All Gas Boilers)</p> <ul style="list-style-type: none"> ➤ £232.00 |
| 4 | Annual Service | <ul style="list-style-type: none"> ➤ 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 | <ul style="list-style-type: none"> ➤ 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 | <p>Charges (Wall Mounted Boilers)</p> <ul style="list-style-type: none"> ➤ £184.00 <p>Charges (Floor Standing Boilers)</p> <ul style="list-style-type: none"> ➤ £211.00 |
| 5 | In guarantee Fixed Price Service & Repair | <ul style="list-style-type: none"> ➤ 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 | <ul style="list-style-type: none"> ➤ 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 | <p>Charges (All Gas Boilers)</p> <ul style="list-style-type: none"> ➤ £308.00 |

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| 6 | Aborted/ Cancelled Call | <ul style="list-style-type: none"> ➤ 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 ➤ Used when payment taken for a chargeable service but the service cannot go ahead | | Charges (All Gas Boilers) <ul style="list-style-type: none"> ➤ £122.00 |
| 7 | Fixed Cost Repair (when the Primary Heat Exchanger is under guarantee) | <ul style="list-style-type: none"> ➤ 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 | <ul style="list-style-type: none"> ➤ 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) <ul style="list-style-type: none"> ➤ £232.00 |
| 8 | Ongoing labour charge | <ul style="list-style-type: none"> ➤ 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) <ul style="list-style-type: none"> ➤ £108.00 per hour |

Schedule (Gas Boilers Component List)

| Major Component List Gas Boilers |
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| <ul style="list-style-type: none"> ➤ 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 <p>Please be advised that following components are excluded from the fixed price repairs pricing model. These components will be quoted for separately:</p> <ul style="list-style-type: none"> ➤ Heat Bank/ Thermal Store/ Slave Tank ➤ Superstructures |

Provision of Maintenance and Repair Services Schedule (Oil Boilers)

| Section | Services | Services Description (inclusions) | Services Description (exclusions) | Cost (inclusive of VAT) |
|----------------|---------------------------|---|---|---|
| 1 | Fixed Price Repair | <ul style="list-style-type: none"> ➤ 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) | <ul style="list-style-type: none"> ➤ 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 | Charges (Oil Boilers) <ul style="list-style-type: none"> ➤ £419.00 (Standard) ➤ £461.00 (12 years or above) |

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| | | | <ul style="list-style-type: none"> ➤ Repairs on tanks or cylinders ➤ Cleaning of oil filters ➤ Replacement of flexible oil hose | |
| 2 | Fixed Price Repair & Annual Service | <ul style="list-style-type: none"> ➤ 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) | <ul style="list-style-type: none"> ➤ 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) <ul style="list-style-type: none"> ➤ £461.00 (Standard) ➤ £507.00 (12 years or above) |
| 3 | Investigation & Fault Analysis | <ul style="list-style-type: none"> ➤ 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) | <ul style="list-style-type: none"> ➤ 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) <ul style="list-style-type: none"> ➤ £232.00 |
| 4 | Annual Service | <ul style="list-style-type: none"> ➤ 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) | <ul style="list-style-type: none"> ➤ 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) <ul style="list-style-type: none"> ➤ £265.00 |
| 5 | In guarantee Fixed Price Service & Repair | <ul style="list-style-type: none"> ➤ 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 | <ul style="list-style-type: none"> ➤ 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) <ul style="list-style-type: none"> ➤ £308.00 |
| 6 | Aborted/Cancelled Call | <ul style="list-style-type: none"> ➤ 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 ➤ Used when payment taken for a chargeable service but the service cannot go ahead | | Charges (Oil Boilers) <ul style="list-style-type: none"> ➤ £122.00 |
| 7 | Ongoing labour charge | <ul style="list-style-type: none"> ➤ 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) <ul style="list-style-type: none"> ➤ £108.00 per hour |

Schedule (Oil Boilers Component List)

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**