

SERVICE SCHEDULE 10/03/2025

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 	Charges (Wall Mounted Boilers) <ul style="list-style-type: none"> ➤ £368.00 (Standard) ➤ £397.00 (15 years or above) Charges (Floor Standing Boilers) <ul style="list-style-type: none"> ➤ £399.00 (Standard) ➤ £454.00 (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 	Charges (Wall Mounted Boilers) <ul style="list-style-type: none"> ➤ £397.00 (Standard) ➤ £419.00 (15 years or above) Charges (Floor Standing Boilers) <ul style="list-style-type: none"> ➤ £421.00 (Standard) ➤ £505.00 (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 	Charges (All Gas Boilers) <ul style="list-style-type: none"> ➤ £224.00
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 	Charges (Wall Mounted Boilers) <ul style="list-style-type: none"> ➤ £169.00 Charges (Floor Standing Boilers) <ul style="list-style-type: none"> ➤ £193.00
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 	Charges (All Gas Boilers) <ul style="list-style-type: none"> ➤ £297.00

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 (All Gas Boilers) ➤ £117.00
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) ➤ £224.00
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) ➤ £104.00 per hour

Schedule (Gas Boilers Component List)

Major Component List Gas Boilers
<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) ➤ £404.00 (Standard) ➤ £445.00 (12 years or above)

			<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"> ➤ £445.00 (Standard) ➤ £489.00 (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"> ➤ £224.00
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"> ➤ £253.00
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"> ➤ £297.00
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"> ➤ £117.00
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"> ➤ £104.00 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**