

Your Freeflo Heating Care Plan cover summary

Please read this carefully

It's important to read this document carefully to understand the coverage, limitations, and your responsibilities under the plan. This will help ensure a smooth and effective partnership as we work to keep your heating and plumbing systems in top condition. This document outlines the terms and conditions of your service plan, ensuring transparency and understanding between you, the customer, and us, Freeflo, as your service provider.

About Your Policy

Welcome to Freeflo's Service Plan, tailored for your boiler and heating peace of mind. Our plans ensure your heating and plumbing systems run smoothly and efficiently, offering more than just maintenance but a partnership for your home's comfort.

Agreeing to a Freeflo Service Plan means accepting our terms, which outline our commitments, expected service standards, and how we address any concerns. Our goal is to deliver outstanding service, maintaining your home's warmth and plumbing reliability.

Standard vs. Premium Boiler Services

At Freeflo, we offer two tiers of boiler servicing to cater to the diverse needs of our customers: Standard and Premium. Both services are designed to ensure the safety and efficiency of your boiler, but they differ in depth and scope.

Our Plans: Both our Standard and Premium Boiler Services are included in our service plans, offering you peace of mind and ensuring your boiler receives the right level of care exactly when needed, without additional one-off charges.

Standard Boiler Service (£120 as a one-off price):

Our Standard Service includes a comprehensive checklist to maintain your boiler's performance and safety. This service covers:

- Basic safety checks to ensure operational integrity.
- Examination of the flue condition to verify proper venting.
- Combustion readings to assess efficiency.
- Gas rate and burner pressure measurements.
- Flow and return temperature differentials.
- Verification of a 3 amp fuse for electrical safety.
- A visual inspection for potential water leaks.
- Cleaning of the condense trap and magnetic filter, where applicable.
- Drain down and recharge of the expansion vessel if needed.
- A thorough visual check of the entire system, including the cylinder, motorised valves, pumps, radiators, and radiator valves, as applicable.

Premium Boiler Service (£180 as a one-off price) Recommended every 2-3 years

The Premium Service includes all aspects of the Standard Service with additional maintenance tasks performed by our Advanced Engineers, enhancing your boiler's longevity and performance. This includes:

- Cleaning of the burner to remove soot or debris.
- Thorough cleaning of the main heat exchanger to improve efficiency.
- Inspection and cleaning of electrodes for reliable ignition.
- Examination of the gas-air mixture unit for optimal combustion.
- Checking of chemical inhibitor levels to ensure protected system water.
- A second check of combustion readings post-maintenance to confirm improvements.

Parts and Seals: Please note that any required seals or parts are not included in either Standard or Premium Service's and may incur additional costs.

Need a new boiler?



Meet Our New HEATING ideal Hydrogen Ready Boilers

The cutting edge of innovations and energy efficiency from the UK's trusted manufacturer.



New & Exclusive

1. Whats Included



What's Covered - Service Plan
✓ Warranty Calls
✓ Standard Boiler Service **
✓ Premium Boiler Service **
✓ CP12 Landlords Certificate <i>(Only Included With Landlord Plans)</i>
✓ Radiator Bleed and Check
✓ Fully qualified engineers
✓ Peace of mind
✓ Service reminders sent out saving you the hassle to remember and book
✗ Boiler Repairs *
✗ Central Heating Repairs * (Radiators, Valves, Pipework and Controls)
✗ Labour
✗ Parts & Materials *
✗ 10% Future Discount #

What's Covered - Care Plan
✓ Warranty Calls
✓ Standard Boiler Service**
✓ Premium Boiler Service**
✓ CP12 Landlords Certificate <i>(Only Included With Landlord Plans)</i>
✓ Radiator Bleed and Check
✓ Boiler Repairs*
✓ Labour
✓ £200 new boiler discounts ##
✓ UNLIMITED Call outs ****##
✓ Visit same day/next day/48 hours
✓ Fully qualified engineers
✓ Peace of mind
✓ Service reminders sent out saving you the hassle to remember and book
✗ Central Heating Repairs * (Radiators, Valves, Pipework and Controls)
✗ Parts & Materials *
✗ 10% Future Discount #

What's Covered - Care Plus Plan
✓ Warranty Calls
✓ Standard Boiler Service **
✓ Premium Boiler Service **
✓ CP12 Landlords Certificate <i>(Only Included With Landlord Plans)</i>
✓ Radiator Bleed and Check
✓ Boiler Repairs *
✓ Labour
✓ £300 new boiler discounts ##
✓ UNLIMITED Call outs ****##
✓ Visit same day/next day/48 hours
✓ Fully qualified engineers
✓ Peace of mind
✓ Service reminders sent out saving you the hassle to remember and book
✓ Central Heating Repairs * (Radiators, Valves, Pipework and Controls)
✓ Parts & Materials *
✓ 10% Future Discount #

Conditions for inclusions
* Limits and conditions apply as detailed in this document.
** We reserve the right to reschedule service appointments to earlier dates within your 12-month window, primarily to align with our quieter periods, ensuring timely maintenance without extending your service year.
*** Service calls must be based on an identifiable fault. Should we determine the issue is not a fault or falls outside coverage, a standard rate charge will be applicable for the call-out.
Receive a 10% future discount on Freeflo services, capped at £100, not combinable with the boiler replacement discount.
In cases where your boiler or system is not cost-effective to repair, we will offer a quote for a replacement at a discounted rate. Repairs will not be undertaken on systems considered beyond economical repair, over 12 years old, or when parts are no longer available through our direct supply network.
As a care plan customer, you'll benefit from unlimited call-outs as set out in these Terms and Conditions. Please note that if you call us out in relation to something covered by one of our care plans, we'll charge a visit fee of £65 (this is lower than our standard call-out fee) If we need to visit you about the same mater more than once, we will only charge one fee. There are no call-out fees for pre booked service appointments for boilers and gas fires.

2. Definitions

Service Plan: The specific maintenance and care package you select for your boiler, heating, and plumbing systems. Details of what each plan includes and excludes are outlined in Section 1 & 19

Boiler: This refers to the gas-powered appliance in your home used for heating water and the interior space.

Heating System: Comprises the complete setup needed to heat your home, including but not limited to the hot water cylinder, heating pipework, pump, motorised valves, radiator valves, and control systems such as programmer/timers and thermostats.

Plumbing System: Encompasses the entirety of your home's plumbing, including repairs to taps, water pipes, cold water storage tanks, toilets, and seals in baths and showers, as well as the maintenance of valves and above-ground drainage.

Start Date: The commencement date of your service plan, as specified in your contract with Freeflo.

We/Us/Our: Refers to Freeflo, the service provider.

You/Your/Customer: The individual or household entering into this service plan agreement with Freeflo.

Force Majeure: Any event beyond our control that may impact our ability to fulfil our service obligations, including but not limited to strikes, material shortages, severe weather conditions, and significant disruptions.

Contract: The binding agreement outlining the provision of services under the chosen service plan between you and Freeflo.

These definitions are provided to eliminate any ambiguity and ensure both parties have a mutual understanding of the terms used in this agreement. Our aim is to provide clear, comprehensive service plans tailored to your needs, ensuring your home's heating and plumbing systems are in excellent working order

3. Contract Renewal and Cancellation

Your Freeflo agreement commences with a fixed term of 12 months, effective from your first payment date. Upon completion of the initial term, the agreement will automatically renew annually for a additional 12-month periods.

Annual Service: You are entitled to one service within every 12-month cycle of your contract.

Cancellation Policy: Within Initial 12 Months: Should you choose to cancel before completing the initial 12-month term, the balance for the remaining months up to the 12-month mark will be due. For instance, if cancellation occurs 6 months into the contract, the fees for the remaining 6 months will be required.

After 12 Months: After the initial 12 months, you can cancel your Freeflo plan anytime without a cancellation fee, offering flexibility beyond the first year. However, no refunds are provided for unused services within the current term, and costs for any rendered repairs under the plan may still apply. For comprehensive details on cancellation and potential charges, please see Section 16.

The agreement will automatically cycle which is contingent upon our approval for continued service and your adherence to the payment requirements as outlined in section 4. This ensures uninterrupted service and maintenance of your heating and plumbing systems.

4. Contract Invalidation Conditions

Your Freeflo service plan is designed to provide you with peace of mind and reliable service. However, there are certain conditions under which your contract may become invalid, affecting the continuation of our services:

- Providing incorrect or misleading information at any point during the term of your contract.
- Failure to make payment within 7 days of the due date will result in cancellation of your service plan, and additional charges may be incurred.
- Discovery of any pre-existing fault(s) with your system during our initial visit that were not disclosed.
- Non-compliance with our recommendation for necessary permanent repairs to ensure the safe and proper functioning of your appliance or system.
- Unauthorised work on your heating or plumbing system by anyone other than Freeflo engineers or approved subcontractors.
- Emergence of health and safety concerns at your property, either due to the condition of the property or actions of individuals present.
- Any modifications or repairs made to the system by parties not authorised by Freeflo.

We emphasise the importance of clear communication and adherence to these conditions to maintain the integrity and safety of your heating and plumbing systems, ensuring we can provide the best possible service.

5. Acceptance and Liability Disclaimer

Enrolment in a Freeflo service plan does not suggest that your boiler, heating system, or plumbing system complies with specific installation standards. Freeflo assumes no liability for issues stemming from the original design or installation of these systems. Consequently, we do not provide any warranty regarding their suitability or fitness for a particular purpose. Our commitment is to maintain and service your systems based on their current condition and in accordance with our service plan offerings.

6. Supply and Replacement of Parts

Freeflo is not responsible for any delays that may occur in obtaining parts from our suppliers. In the event that specific parts are not readily available, we reserve the right to install replacement parts that are suitable and functional, even if they are not identical to the original defective parts. Our priority is to ensure the continuous operation of your heating and plumbing systems, using parts that meet our quality and compatibility standards.

Spare Parts: If we do not carry the spare parts your repair needs on the day, we will do all we reasonably can to find parts from our suppliers. We may use an approved alternative or parts that have been reconditioned by the original manufacturer.

Obsolete Parts: We will always contact three independent parts suppliers and when all three state that it is obsolete we will need to accept this as fact.

7. Policy on New Parts Installation

Freeflo will install new parts only when existing ones are deemed irreparable. The determination of a part's condition and the decision to replace it rest solely with us. Specifically, damage to boiler heat exchangers caused by debris, sludge, or scale falls outside our coverage, meaning we will not provide parts or labour for such issues. Our focus is on maintaining the integrity and functionality of your heating

8. Boiler Noise and Replacement Policy

Boiler Noise: It's not uncommon for boilers to become noisier as they age, due to various factors such as long-term use or water condition within the system. Such noise, attributable to the natural aging process or water conditions, will not be considered a fault under any Freeflo service plan and thus will not be covered.

Boiler Replacement: In instances where a boiler is assessed as unrepairable or beyond economical repair, Freeflo commits to replacing the unit with a like-for-like model. Customers will be offered this replacement at a discounted rate, conditional upon the continuation or upgrade of their existing service plan. Our goal is to ensure that your heating needs are efficiently met, even when facing significant equipment challenges.

9. Access for Repairs, Maintenance, and Missed Appointments

For efficient maintenance and repair, clear access to your heating and plumbing systems is necessary. Freeflo will not be liable for repairs hindered by inaccessible areas, with the decision to remove obstructions at our discretion, potentially incurring standard rate charges. We may ask you to clear any obstructions before proceeding with repairs, and we are not responsible for damages caused by such obstructions, barring our negligence.

If you're not present at a scheduled appointment, resulting in our inability to access your property, we will make one attempt to reschedule. Missing a second appointment during the lifespan of your plan will be considered as forfeited. To request another visit after a missed appointment, you will be charged the full current rate for the service needed, or you must wait for your next annual appointment. Missed appointments impact our ability to serve all customers efficiently and are taken seriously throughout the duration of your plan.

10. Annual Boiler Service and Landlord Certificate

Should your service plan include an annual boiler service or the provision of a landlord certificate, Freeflo will endeavour to schedule an appointment for these services. However, it is ultimately your responsibility to ensure that these services are completed within the timeframe of your contract.

11. System Flushing

If Freeflo determines that your heating system requires flushing to remove debris, sludge, or scale buildup, we will issue a quotation for this service. Upon completion of the system flush, your service plan will proceed without interruption ensuring prolonged efficiency and reliability of your heating system. This measure is part of our commitment to maintaining the optimal performance of your system over the long term.

Power flushing / parts damaged by sludge: We use our PowerFlush to clean the system to remove sludge and other waste from central heating systems. If we recommend that your system needs cleaning with Power Flush we will charge you to undertake this work. Our engineer will also advise you what other work is needed in order to avoid future problems. We may suggest you correct any design faults that might cause the problem to return. When a repair is needed due to sludge (for example damage to pump, valves or radiators) and we have not already told you that you need to flush and clean your system with PowerFlush or a similar procedure, we will attempt to carry out a repair (excluding the use of PowerFlush) and will do so at no extra cost. Provided that the sludge is not likely to cause fresh damage to any such repair (excluding main heat exchange if the main heat exchange has been damaged because of sludge we will try to clear blockages but not replace).

Magnetic filters and scale reducers: We will maintain any magnetic filters on gas appliances and heating systems included under your agreement. We will also clean out the filter on your magnetic filter if necessary, as part of the Annual Service.

12. Landlords Cover

Our service for landlords specifically caters to the appliances outlined in your Home Care plan, along with any additional gas appliances you've opted to include. Appliances not listed for coverage will still be noted in the gas safety record but will not receive servicing or breakdown cover.

Following inspections of your designated appliances, we'll issue a Gas Safety record documenting the inspection, including any discovered faults and necessary repairs. Repairs will be quoted separately, and upon your agreement to the cost, we will proceed with the necessary work. For more information on this process and associated costs, please feel free to contact us.

13. Advice and Self-Help

Before reaching out for our professional assistance, we encourage you to explore this self-help guide. Many common issues can be easily corrected, allowing us to focus on more complex faults and sparing you the inconvenience of an unnecessary wait.

General Heating Tips:

Combination Boilers: Ensure the system has sufficient water. For guidance on checking this, please contact us.

Control Settings: Verify all heating controls are correctly set and actively calling for heat.

Boiler Reset: Many boilers feature a reset button or control. Consult your user manual to check if this function has been activated or if the system has tripped.

Radiators: If radiators are cold at the top and warm at the bottom, they likely need bleeding. We can provide simple instructions for this.

Gas & LPG Fired Boilers Tips:

Pilot Light: Check that the pilot light is lit. If not, this may be the reason your boiler isn't working.

Water Pressure: For combination boilers, ensure the water pressure gauge on the boiler's front is at least 1 Bar or within the green zone. The boiler will not operate below this pressure. Refer to the advice for combination boilers if needed.

Gas Supply: Confirm the main gas control valve, located on the meter or gas tank, is fully open and hasn't been accidentally shut off. If credit meter has credit and shows on the screen "GAS ON"

Plumbing General Tips

Main Stopcock: Ensure everyone in your home knows the location of the main stopcock, can access it easily, and verifies it functions properly.

DIY Caution: Avoid attempting DIY plumbing unless you are confident in your skills. Professional work may be more cost-effective than repairing damage from DIY attempts.

This guide is meant to empower you with knowledge for basic troubleshooting. However, if the issue persists or you're unsure, please do not hesitate to contact us for professional help.

14. Appointments

Pre-Appointment Self-Help: Before seeking a repair, please refer to our "Advice and Self-Help" section to potentially resolve common issues, saving time and expediting solutions.

Access and Communication: Clear access to your property is crucial for our services. If we can't access your property at the scheduled time, we will contact you to reschedule. However, repeated access issues may lead to agreement cancellation. We will attempt to schedule your service six times (twice by phone, email, and SMS). If we don't receive a response, organising the appointment becomes your responsibility.

Scheduling and Servicing: We accommodate a broad range of schedules within standard appointment times of 8 am to 5 pm. Annual services are planned around the same time each year, with the possibility of early servicing during repair visits to avoid inconvenience. Emergencies, such as gas or significant water leaks and total heating loss in winter, receive priority.

During Busy Periods: In peak times, we focus on urgent issues, ensuring those in immediate need are assisted promptly.

15. Period of Cover

Direct Debit Payments: If you're paying by direct debit, your agreement remains active until you decide to cancel or if we find it necessary to cancel the agreement (refer to the "Cancellation" section for details). You have the flexibility to cancel at any time, and we will notify you of any changes to the terms, conditions, or pricing.

Start Date: The agreement takes effect once your application is processed.

Period of Contract: This contract lasts for one calendar year from the acceptance date, contingent on completion of the application, agreement on payment, and an engineer's inspection. Should a breakdown occur within the first 4 weeks of a new plan, we are not liable for any associated costs, except in the case of renewals. A break in the contract, if reinstated will restart a new agreement which including the initial 4-week exclusion clause.

Initial Survey / Safety Inspection: Selecting our service plan triggers an initial survey/safety inspection by our engineer, who will document and highlight any pre-existing issues. We are not liable for repair costs or access issues related to design faults not caused by us, pre-existing faults, or issues previously identified or undetectable with reasonable care during our initial visit.

Annual Inspection: Alongside the initial inspection, we perform an annual safety check around the same time each year, scheduled for your convenience.

16. Cancellation Policy

Cancellation by Us: We may cancel your agreement for reasons such as false information provision, failed payments, inability to source necessary parts, or other circumstances that render the contract untenable. In such cases, a prorated refund will be issued for payments made within the current 12-month term, assuming no repairs were undertaken.

Cancellation by You: You may cancel the agreement at any time. A full refund is available within seven working days of agreement commencement, provided no work has been performed. Post-initial survey/safety inspection cancellations will incur a non-refundable charge of £120.00 for the service. Should you cancel after receiving repair services, the full contract premium becomes payable, or we will bill the repairs on a non-contractual basis.

17. Boiler Parts and Labor Coverage

Parts Coverage: Plans that include coverage for parts: Boilers up to 7 years old. It's important to note that a boiler over its 7-year mark will no longer be eligible for parts coverage under the plan.

Labor Coverage: Regardless of the boiler's age, labor is covered for the lifetime of your policy, up until the point the boiler is deemed Beyond Economical Repair (BER). This ensures that even as your boiler ages, you can count on us for support with repair labour, maintaining your peace of mind and home comfort.

18. Contact

Our Full address details are:

Freeflo Pro Ltd
91 Canterbury Rd
Margate
Kent, CT9 5AX

Tel: 01843 446616
Email: contact@freeflo.co.uk

WhatsApp: 01843 446616
Website: www.freeflo.co.uk

19. Whats Excluded



What's Excluded - Our service plans do not include-

- ✗ Services do not cover issues arising from pre-existing design flaws or faults present before the inception of your service plan.
- ✗ Damages caused directly by the customer or an external party are not covered.
- ✗ We are not responsible for any property damage resulting from system failures, such as leaks damaging ceilings.
- ✗ Issues resulting from sludge, scale build-up, or blockages within your system are excluded.
- ✗ Expenses related to the removal of sludge or scale and any resulting damage, including the addition of corrosion inhibitors, are not covered.
- ✗ Boiler repair costs are capped at £250 during the initial three months of your service plan.
- ✗ Damage due to weather conditions, including freezing, or the need to remove hazardous materials like asbestos, is not included.
- ✗ Decorative components of your system, such as casing, paintwork, or batteries, fall outside the scope of coverage.
- ✗ Flue parts concealed within the building's structure or those exceeding 3 meters in height are excluded.
- ✗ The gas line from your meter to the boiler and other appliances is not covered.
- ✗ Natural disasters such as fires, floods, and storms are beyond our coverage.
- ✗ Adjustments to time controls are only included if performed during a scheduled visit.
- ✗ Delays in parts acquisition that lead to losses are not covered under this plan.
- ✗ If boiler parts become unavailable, the cost of a new boiler is not included within this agreement. At our discretion a discount towards a new installation will be included.
- ✗ Exclusions extend to accidental, theft, or maliciously caused damages.
- ✗ Routine maintenance tasks, including system startup, clearing of airlocks or blockages, and pressure adjustments, are your responsibility.
- ✗ Losses or damages arising from inaccessible equipment, including pipework within the building's structure, are excluded.
- ✗ Repairs exceeding £400 are not covered.
- ✗ The replacement/repair of baths, shower units, basins, and toilets is excluded, though we may offer discounted rates for new installations dependent on your selected plan.
- ✗ Our plan does not cover repairs to below-ground drainage, cast iron, or lead pipework, and specific pump systems.
- ✗ Exclusions apply to mains supply pipe issues.
- ✗ Unless prior agreed plumbing systems are not covered under our maintenance plans, including but not limited to Warm air/underfloor heating pipes, taps, showers, baths, sinks, toilet pumps, macerators, waste disposals, guttering & rainwater pipes, above & below ground drains, drainage systems, regular drain cleaning or de-scaling, frozen pipes, hot and cold water pipes, mains water supply, over flow pipes, stopcocks, washing machine/dishwasher pipes, soil & vent pipes, grey & foul water waste pipes.
- ✗ Unless prior agreed certain brands and types of boilers and heating systems are not covered under our maintenance plans, including but not limited to Ferroli, heatline, Ariston, Remeha, Chaffoteaux & maury, Biasi, Acv, Daikin, Atag, Firebird, Keston, Ravenheat, Intergas, Vokera, non condensing boilers, floor standing boilers, log burners or fires, one pipe central heating systems, properties where they are 2 boilers installed or cylinders, underfloor heating systems and controls.



Install - Service - Cover - Repair

HOME OWNER CARE PLANS

★

HOME OWNER SERVICE PLAN

£9.99
Per Month

- ✓ Warranty Calls
- ✓ Standard Boiler Service
- ✓ Premium Boiler Service
- ✓ Radiator Bleed and Check
- ✗ Boiler Repairs*
- ✗ Central Heating Repairs*
- (Radiators, Valves, Pipework and Controls)
- ✗ Labour
- ✗ Parts & Materials**
- ✗ 10% Future Discount*

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HOME OWNER CARE PLAN

£17.99
Per Month

- ✓ Warranty Calls
- ✓ Standard Boiler Service
- ✓ Premium Boiler Service
- ✓ Radiator Bleed and Check
- ✓ Boiler Repairs*
- ✗ Central Heating Repairs*
- (Radiators, Valves, Pipework and Controls)
- ✓ Labour
- ✗ Parts & Materials**
- ✗ 10% Future Discount*

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HOME OWNER CARE PLUS PLAN

£24.99
Per Month

- ✓ Warranty Calls
- ✓ Standard Boiler Service
- ✓ Premium Boiler Service
- ✓ Radiator Bleed and Check
- ✓ Boiler Repairs*
- ✓ Central Heating Repairs*
- (Radiators, Valves, Pipework and Controls)
- ✓ Labour
- ✓ Parts & Materials**
- ✓ 10% Future Discount*

*Excludes: Sludge / Power Flushing Faults, System Leak Tracing (but does cover repairs), Beyond Economical Repair (E400). **On Boilers Up To 7 Years Old - See full T&Cs on our website.