

Cylinder Maintenance Contract Agreement



Covering all of your heating and hot water needs.
We service unvented water cylinders.



How your Contract Works

You are covered for the whole year of your contract, we will notify you of your service schedule and if there is any information our engineers need to know in advance then please inform us i.e. access or parking constraints. If your cylinder has not been regularly serviced our initial visit may take longer than normal.



Complete our Cylinder Maintenance Contract agreement.



We'll be in touch to undertake the service.



Start enjoying the benefits of an efficient cylinder and the quality of service Rubis is renowned for.

On your first service we also take this opportunity to undertake a review of your installation, as per the Benchmark guidelines, to advise of any potential concerns. This helps to provide peace of mind to homeowners.

Before your contract year is up we will send you a renewal invoice which will detail any changes to your new cylinder maintenance contract. Your cylinder service will take place during the contract year, this may not be in the same month each year. If you have any specific requests please do let us know.



Cylinder Contract

£75 p.a.

When you have your cylinder serviced it is important you choose the right engineer. All of our engineers are knowledgeable, experienced and meet the BPEC (British Plumbing Employers Council) standards. Our cylinder contract includes:

- ✓ 1 Service per year (1 hour allowance)
- ✓ Priority attendance in event of breakdown
- ✓ Preferential rates on labour
- ✓ 15 point check
- ✓ No age limit on cylinder

Please note if entering into a new cylinder service contract, your installation will be inspected at the time of your first service. If a routine service takes longer than the contract allowance you will be charged at £14.75 per 1/4 hour thereafter.

Prices are correct at time of launch (2020) and will increase with RPI each year.

When compared to gas or electricity, using oil is by far the most cost effective way to heat your home. A helpful comparison chart is on our website for you to see for yourself - rubis-ci.co.uk/heating-oil

Breakdown Cover

A correctly specified, installed and maintained cylinder will reduce your energy costs, giving you a greener home and peace of mind.

Sometimes even a well maintained cylinder can breakdown, your contract allows you priority access to our team of engineers in case you find yourself in this situation.

Our breakdown labour is charged at £68 for up to 1/2 hour, then £17 per 1/4 hour thereafter.

Out of hours call out charges include the first 1/2 hour labour charge.

Normal working hours are 8am to 4pm, Monday to Thursday and 8am to 3pm on Friday. Ongoing works after these hours may be charged at the prevailing overtime rate.

Out of hours call out charge for Standard Service Contract	Charge
Monday to Thursday (5pm to 9pm) Friday (4pm to 9pm)	£80
Saturday and Sunday (9am to 5pm)	£100
Bank Holidays (9am to 5pm)	£150

We will engage with the manufacturer on your behalf but you will be charged if the works required are not covered under the terms of your manufacturer's warranty.

Cylinder Maintenance Contract Agreement

Name

Mr./Mrs./Ms./Other () delete/insert as appropriate

Address

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.....Post Code

Daytime Telephone Number

Mobile Number

Email Address

Do you have any specific information to help us find/access your property or cylinder?
Are there any instructions on where you would like us to park?

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I have read and understood the terms and conditions (available on request or on our website) of the maintenance contracts and confirm to the best of my knowledge, my cylinder is in good working order.

From time to time we would like to send you information about our goods and services, which we believe may be of interest - including special offers and promotions. If you wish to receive such information please tick here. Please note we will not pass your details onto third parties.

We will invoice you shortly for your chosen Cylinder Maintenance contract, which means you start benefitting straight away from breakdown cover. We will be in contact to arrange your service schedule.

Date Signature

FSCI 079 1020 O

01481 200 800 | enquiries@rubis-ci.co.uk | www.rubis-ci.co.uk

