

Oil-Fired Cooker Maintenance Contract Agreement



We have over 65 years of experience working in the Channel Islands, and with a team of OFTEC qualified engineers, you can trust us with your beloved cooker.



Our Services

When you have your cooker serviced it is important you choose the right engineer. All of our engineers are knowledgeable, experienced and meet the OFTEC (Oil Firing Technical Association) standards.

We offer two types of service contract, please see below for more information:

Standard Service Contract

£145 p.a.

1 Service per year (2h allowance)

- ✓ 1 Nozzle & 1 filter element or 1 wick & 1 filter element
- ✓ Priority attendance in event of breakdown
- ✓ Preferential rates on labour
- ✓ 30 point check
- ✓ No age limit on cooker

Premium Service Contract

£290 p.a.

Oil-fired AGA cookers should be serviced every 6 months and AGA advise to only use trained engineers

2 Services per year (2h allowance)

- ✓ 1 Nozzle & 1 filter element or 1 wick & 1 filter element
- ✓ Priority attendance in event of breakdown
- ✓ Preferential rates on labour
- ✓ 30 point check
- ✓ No age limit on cooker

1. For customers that have 2 burners they should expect the engineer to be on site for more than 2 hours (especially if it is the first time we have serviced the appliance) and be charged for the second nozzle, wick, filter elements (if 2 fitted).
2. All other parts are chargeable.
3. Prices are correct at time of launch (2020) and will increase with RPI each year.
4. Please note if entering into a new cooker service contract, your installation will be inspected at the time of the first service.
5. If a routine service takes longer than the contract allowance you will be charged at £14.75 per 1/4 hour thereafter.

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 cooker has not been regularly serviced our initial visit may take longer than normal.



Complete our Cooker Maintenance Contract agreement.



We'll be in touch to undertake an initial site visit to assess your cooker and undertake the service.



Start enjoying an efficient cooker 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 OFTEC 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 cooker maintenance contract. Your cooker 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.

We are the only Rayburn Heat Centre in the Channel Islands and are AGA trained.
We can maintain and service Rayburn, AGA, ESSE and Stanley appliances.

We understand how important having a well looked after cooker is. Regular servicing can help ensure your cooker is running as efficiently as possible, this helps to save money, reduce pollutants and emissions, extend cooker life and reduces the risk of breakdowns.



Breakdown Cover

Our Thermo Premium Kerosene not only keeps your cooker working at its best, it's also better for the environment.

Sometimes even a well maintained cooker 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.

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

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

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



Frequently Asked Questions

Do I have to be at home during the maintenance process?

Not if you don't want to be. We can be flexible with your requirements.

Can you install a new oil-fired cooker?

Yes we can. Call our customer service hotline for more information on all of our services and ask for a quote. We offer different payment options including 12 months interest free payment.

What are the benefits of purchasing a Rayburn with Rubis?

By purchasing a Rayburn with Rubis you can cook, keep your house warm and supply all of your hot water. You benefit from a safe installation, high quality fuel and maintenance with the expertise required. Our experts are fully trained to install and maintain your cooker to the highest standard. Our Thermo Premium Kerosene not only keeps your stove working at its best, it's also better for the environment.

Can you also maintain my boiler and cylinder?

Yes we can. Make sure your appliance is maintained by an OFTEC registered engineer, this helps to ensure your system is running as efficiently as possible. We provide several different levels of cover, more information can be found at rubis-ci.co.uk/heating-services

Can I save money by using heating oil instead of gas or electricity?

Yes you can. We have produced a handy comparison chart so you can compare heating oil prices against gas and electricity to see how much you can save. We can even produce a bespoke comparison chart, if you can let us know your boiler size in kilowatts or BTUs we can calculate how much you could save. Just contact us. For more info visit: rubis-ci.co.uk/heating-oil



Cooker Maintenance Contract Agreement

Please tick the appropriate box to indicate the service required:

Standard Service Contract

Premium Service Contract

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 cooker location? 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 oil-fired cooker 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 Oil-Fired Cooker Maintenance contract, which means you start benefitting straight away from breakdown cover. We will be in contact to arrange your service schedule.

Date Signature