

# Boiler Maintenance Contract Agreement

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We have over 60 years of experience working in the Channel Islands, and with a team of OFTEC qualified engineers, you can trust us with your heating system.



# Our Services

When you have your boiler 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

**Condensing Boiler (1.5 hours allowance)** £110 p.a.

**Conventional Boiler (1.25 hours allowance)** £90 p.a.

- ✓ 1 Service per year
- ✓ Nozzle and filter element replaced as standard
- ✓ Priority attendance in event of breakdown
- ✓ Preferential rates on labour
- ✓ 31 point check
- ✓ No age limit on boiler

## Premium Service Contract

**Condensing & Conventional Boilers (2 hours allowance)** £230 p.a.

Includes everything in the Standard Service Contract, plus:

- ✓ No call out fee for out of hours breakdown (labour rates still apply)
- ✓ Heating system water sample check
- ✓ Addition of system protector (if required)
- ✓ 33 point check
- ✓ Extensive list of covered parts\*

- Combination & pool boilers are only accepted into our Standard Service Contract.
- 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. All prices exclude GST.

**\*Premium Service Contract** covered parts include burner motor and capacitor, solenoid coil, oil pump and coupling, photocell, blast tube assembly, nozzle, transformer, HT leads, control box, flexible oil line, fan assembly, boiler thermostat and limit thermostat, oil filter element and baffles.

Please note if entering into a new boiler service contract, your installation will be inspected at the time of your first service.

Any boiler that serves a pool is classified as a pool boiler.

# How your Contract Works

You are covered for the whole year of your contract, we will notify you in advance 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 boiler has not been regularly serviced our initial visit may take longer than normal.



Complete our Boiler Maintenance Contract agreement.



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



Start enjoying the benefits of an efficient boiler 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 boiler maintenance contract. Your boiler 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 have produced a video on how to prepare for a boiler service available on our website at [rubis-ci.co.uk/video-library](https://rubis-ci.co.uk/video-library), which you may find useful to watch in advance of your service.

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



# Breakdown Cover

## A well maintained boiler reduces pollutants and emissions, giving you a greener home and peace of mind.

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

As an additional benefit for our Premium Service Contract customers, we waive the out of hours call charges (detailed in the table), but breakdown labour rates still apply.

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

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

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.

<b>Out of hours call out charge for Standard Service Contract</b>	<b>Charge</b>
Saturday and Sunday (9am to 5pm)	£100
Bank Holidays (9am to 5pm)	£150

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

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 at [rubis-ci.co.uk/heating-oil](http://rubis-ci.co.uk/heating-oil)



# Frequently Asked Questions

## What are the benefits of the standard service contract?

The standard service contract is a straightforward annual service contract, with many useful benefits including priority attendance in the event of breakdown, preferential rates on parts, a nozzle and filter element are included as standard as part of this package, helping to ensure your boiler is running as efficiently as possible. We have two versions of our standard service contract, one for conventional and the other for condensing boilers (includes combination and pool boilers).

## What is the difference with the premium service contract?

When developing our premium service contract we wanted to ensure that the peace of mind of our customers was at the forefront. Our Premium Service Contract includes all of the benefits of our Standard Service Contract and also 20 replacement parts are covered too! With no call out fee for breakdowns, this is a great way to help avoid any unexpected bills.

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

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

## How can I safely prepare for a boiler service?

If you're unsure on how to prepare for a boiler service, then browse through our instruction videos to give you peace of mind. Go to: [rubis-ci.co.uk/video-library/](https://rubis-ci.co.uk/video-library/)

Note: We also have other useful videos on our website.

## Can you install a new boiler?

Yes we can. Call our customer service team or go to our website for more information on what our heating service team can do.

## Can you also maintain my oil-fired cooker and cylinder?

Yes we can. It is important to 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 maintenance contracts, more information can be found at [rubis-ci.co.uk/heating-services/](https://rubis-ci.co.uk/heating-services/)

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# Boiler Maintenance Contract Agreement

Please tick the appropriate box to indicate the service required:

## Standard Service Contract

- Conventional Boiler
- Condensing Boiler (includes combination & pool boilers)

## Premium Service Contract

Name .....

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

Address .....

.....

..... Post Code .....

Daytime Telephone Number .....

Mobile Number .....

Email Address .....

Do you have any specific information to help us find/access your property or boiler room?  
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 boiler 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 then invoice you shortly for your chosen Boiler Maintenance contract, which means you start benefitting straight away from breakdown cover. We will be in contact to arrange your service schedule.

Date ..... Signature .....