

Commercial Appliance Maintenance Contract Agreement



Our Services

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

We offer a range of commercial appliance rates, please see below for more information:

Commercial Appliance Rates

Commerical Service

£174.50

Up to 2 hours allowed - No parts included.

Appliances running on 35sec/Gasoil require 2 services per year.

- ✓ Priority attendance in event of breakdown
- ✓ Preferential rates on labour
- ✓ 1 Service per year
- ✓ No age limit for appliance

If a routine service takes longer than the contract allowance you will be charged at £21.03 per 1/4 hr thereafter.

Prices are correct at time of launch (September 2025) and will increase with RPI each year.

Breakdown Cover

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

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

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.

Our breakdown labour is charged at £84.10 for up to 1/2 hour, then £21.03 per 1/4 hour thereafter.

Prices are correct at time of launch 2025 and will increase with RPI each year.

Out of Hours Callout Rates for Standard Services Contract

Saturday and Sunday 9am – 5pm £124.60

Bank Holidays 9am – 5pm £187.00

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

How the Contract Works

The appliance or appliances are covered for the whole year of the contract, we will notify the nominated contact for the building in advance of the 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 the appliance has not been regularly serviced then the initial visit may take longer.

On our first visit we also take this opportunity to undertake a review of your installation, as per the OFTEC guidelines, to advise of any potential concerns, we will also collect any data from appliances if possible.

Before the contract year is up we will send a renewal invoice which will detail any changes to any new maintenance contract. The appliance or appliances services will take place during the contract year. Although we try our best this may not be the same month each. If there are any specific requests then please do let us know.

Our service procedure



We Visually inspect both the oil storage installation and the appliance.



Carry out the service in accordance with any manufacturers instructions and also complete the required OFTEC oil firing service report (CD51).



Complete any notification paper work should any defects be found and advise on rectification if required.



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Customer Details

Customer NameMr./Mrs./Ms./

Other () delete/insert as appropriate

Billing address
.....

Post Code

Telephone Number

Mobile Number

Email Address

Appliance(s) Details

Number of appliances Make

..... Year of manufacturer.....

Location. e.g. Boiler room.....

Site address of appliance (if different)

.....

..... Post Code

Signature on behalf of

..... Date

CC3110G

