

Terms and Conditions

A service includes some or all items written in the service check list and the time spent replacing service changeable items, it does not include bleeding radiators, replacement of fibre washers if they are not leaking, cleaning or checking of water softeners, magnetic sludge collectors, or neutralising methods for condensate or the removal of water/contaminates from oil tanks or sweeping of chimneys or the testing or application of system cleansing chemicals or corrosion inhibitors. If any items other than standard service changeable parts are fitted during a service, the additional time taken to fit these items will be chargeable. If for any reason an item or items are not ticked within the check list or other works have been advised, it does not mean the service has not been completed.

It is always possible for a problem to occur or an oil leak to develop after a service or callout due to removal or movement of components. This is not necessarily the fault of the attending Technician. Any problems or smells should be reported at the earliest opportunity and within 2 weeks of any visit. Reports after this time may not be accepted as genuine and therefore additional charges may be incurred. Any item replaced on a return visit will be charged for unless still under manufacturer's warranty. If a customer insists on a return visit despite assurances given that there are no problems, and no problems are subsequently found, or that the problem is not connected to any work that we have done, then an additional callout charge will be incurred.

If during a visit, we have to test a safety control, and during the process of this test the item fails or fails because of the test, Heatbase and their staff will not be to blame for any damage of the parts, and it will be replaced and the customer will be invoiced accordingly.

If the customer refuses to replace any recommended items or carry out any remedial work that has been recommended, then any subsequent problems because of this are not the fault of Heatbase or any member of their staff and they will not be liable in any manner.

If the customer is not present it is deemed that they have agreed in full to all terms and conditions and the Technician will replace anything they deem a risk or that may require urgent attention. For other non-urgent items, a return visit will be necessary after making contact with the customer, and this visit will be chargeable. Contracting Heatbase and any of its employees to undertake any service, repair or callout is also deemed as having agreed in full to all terms and conditions.

We accept no responsibility or liability to replace or supply free of charge, any worn, damaged or seized items etc., that may become damaged due to age, wear and tear, or means beyond our control, or any subsequent damage or problems incurred because of these parts.

If any specialised parts need to be ordered and may take a long time to be delivered, an invoice will be issued for any work done and parts used up to date.

Aborted service or callout visits without notification may be charged for and the cost may differ depending on the distance travelled to the aborted call and whether the journey was made especially to that area. If an aborted call is charged it will be no less than 25% of the intended visit but may be the full cost depending on the circumstances unique to the visit.

Any additional visits for breakdown or failure of equipment of regular customers will be treated as urgent, and we will endeavour to attend (and if possible repair) any calls within a 24 hour period or as soon as reasonably practical within our normal working hours after receiving notification of failure.

All parts fitted come with a 12 month warranty with the exception of Nozzles (which will be covered for a 3 month period, due to sensitivity issues relating to fuel and wind). The warranty does not cover labour or callout charges. We will not be liable in any way for parts failing outside these warranty periods.

Some problems can occur after fuel deliveries such as blocked oil filters, leaking oil lines, taps and fuel pumps, premature carbon problems with AGA type cookers and boilers smoking due to the wide specification of fuel quality, problems such as these are beyond our control and we reserve the right to charge additional callouts/service costs if we have to re-attend due to problems after fuel deliveries.

If there is a problem with scale or sludge in the heating system, then it should be cleaned and removed by a competent company. Failure to have this work carried out will void warranty on any components fitted that may be affected by scale, sludge, corrosion or the high water temperatures caused because of this situation. Return callouts and/or replacement of parts under manufacturer's warranty or silver/gold maintenance contracts will therefore become chargeable to the customer.

If there is a problem with water in the Oil storage tank, then it should be cleaned and removed by a competent company. As micro bacterial growth can turn this water into an organic acid, it must be treated and removed as soon as possible. Failure to do so will invalidate any warranty on parts associated with the oil supply system, including our own Service plans. Water removed from an oil tank is classed as Hazardous Waste and should be treated as such.

With the use of Biofuels on the horizon, Oil pumps, flexi oil lines and other such items will not be compatible and will therefore need replaced. Our contracts cover only the failure of parts and will not cover the need to replace such items due to a change in fuel quality etc., Customers with the Silver and Gold Contract schemes that do not replace necessary parts, or do not have necessary remedial work carried out will lose their cover on any oil line component that fails due to this, as well as the damage it causes to any other item.

Although we try to set service and callout prices for a 12 month period from 1st April each year, we reserve the right to alter prices without prior notification. Customer should always enquire as to the cost of a Service or Callout before booking in work.

Discounts are given to regular Customers, i.e. Customers having their appliances Serviced at the recommended interval specified by the manufacturer or in certain circumstances by us, with work carried out by ourselves. Failing to have your appliance serviced at specified intervals i.e. within 3 months of due date of service, will lead to loss regular customer status and therefore invalidate discounts. Regular customers also receive priority for callouts. Discounts are given at the discretion of Heatbase. Failure to settle accounts promptly will also result in the loss of present and future discounts.

All parts remain the property of Heatbase until the account is settled in full. Payment terms are 7 days after receipt of Invoice. Accounts remaining unpaid 60 days after Invoice date will lose entitlement of discounts and this amount will be added to the balance outstanding to cover costs of administration, stationary, postage and interest. Any invoice outstanding more than 90 days after the invoice date will be referred to our debt recovery agents Daniels Silverman Limited and will be subject to an additional surcharge of 20% plus VAT to cover collection costs incurred. This surcharge together with all other charges and legal fees incurred will be the responsibility of the customer and will be legally enforced.

If a customer does not agree to these terms they must notify us in writing explaining why, but this will nullify any warranty we may give.