



ELECTRICAL, PLUMBING AND HEATING SERVICES



MEMBERSHIP SERVICES





INTRODUCTION

This brochure explains exactly what benefits you receive with your membership, what is and isn't covered, how to use your benefits and how to make the most of them.

It is important that you read the terms and conditions of the membership and complete the questionnaire to the best of your ability to avoid any membership being void.

When "we", "us" or "our", is referred to throughout this brochure we mean Swes & Ashgrove Ltd as the facilitator of your membership. "You", or "your" mean the person or persons named on the membership and the registered property.

MEMBERSHIP BENEFITS

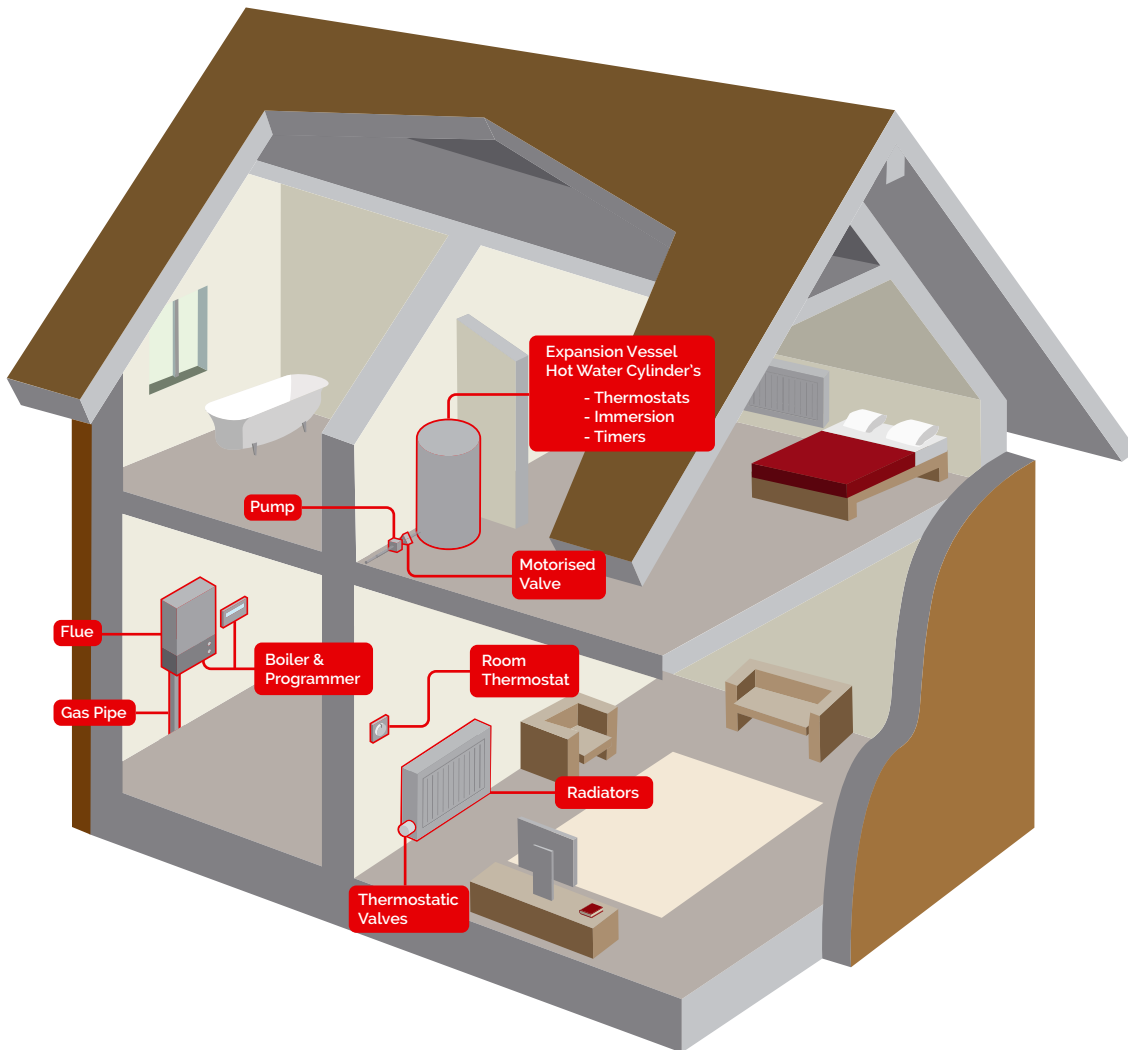
- Annual Service
- Parts and Labour on Boiler, Controls and Central Heating Systems
- Unlimited Number of Repairs ¹
- No need to wait in all day for an engineer, First Appointment Allocation and 2 hour Time Slots available
- Key Collection Service for Managed Properties
- Discount on a range of other services/products ²
- Discounted Annual Servicing for any other natural gas appliance ³
- Discount on Electrical Inspection Condition Reports (EICR)
- Discount on PAT testing
- Landlord Gas Safety Certificates ⁴
- Access to Interest Free Credit Finance on Worcester Bosch Products including their installation ⁵
- Access to Worcester Bosch 10 year Guarantees ⁵

Terms and conditions apply. ¹ An excess or fixed fee is payable for each call out.

² Discounts are offered on services which are only to be undertaken on the property which the membership is registered. ³ When carried out at the same time of an annual boiler service. ⁴ Landlord Gas Safety Certificates will include checking of, and up to two further gas appliances (included with Landlord Memberships only)

⁵ Terms and conditions apply and dependant on product(s) chosen.

WHAT'S COVERED?



WHAT'S COVERED IN MORE DETAIL Boiler, Controls & Central Heating

- A single natural (mains) gas or kerosene boiler (oil)
- Flue including flue terminal up to one metre in length
- The controls which makes the boiler work including:
 - The programmer
 - Any thermostats
- Motorised zone valves
- Central heating pump
- The gas supply pipe from meter to boiler
- A replacement gas pipe or the gas supply pipe and the controls that make your boiler work if we can't repair them
- Expansion tank
- Radiators
- Bypass
- Radiator valves
- Immersion heaters, thermostats and their timer switch
- Pipes that connect the central heating
- Replacement of all of the above components (with exceptions see page 5)

YOUR MEMBERSHIP & SERVICE LEVEL AGREEMENT

Your membership shall be registered at one address, if you are purchasing memberships for multiple properties they shall be registered under each individual address, you can opt for a correspondence address to be added onto these memberships.

You can pay monthly or annually for your membership by direct debit. Other payment methods may be offered via our office direct. All prices will include VAT at the current rate.

You shall receive an initial statement upon signing up for a membership and this will be produced annually thereafter.

Your membership shall automatically renew on its annual anniversary until you cancel.

If you change the boiler or central heating system that is covered under your membership, you need to let us know the details i.e. make, model and location. If we can't cover the new items we may need to cancel or exclude them from your membership. You should also check if you will still receive benefits from the membership.

If you move house, you will need to tell us as soon as possible, we can then transfer the membership or start a new membership to cover your new address.

Your first service shall normally be within 15 days of signing up for your membership. If we have carried out a service in the last 12 months at your property, we shall not carry out another one. If we installed a new boiler for you the first service shall be carried out as part of the installation.

At the first service our engineers will check the boiler and central heating to confirm if they are eligible for membership and check for any pre-existing faults. We will check they are working safely and in-line with relevant regulations. If they are not eligible, or have a pre-existing fault we will tell you what is required to fix it and how much it will cost.

Your annual service shall be scheduled by your preferred method of contact, email, text, telephone or letter. We shall make 3 attempts to book the annual service, thereafter it is your responsibility to book the service and no refund for the missed annual service will be provided. However the annual service can still be booked at any time by yourself.



LANDLORD MEMBERSHIPS ONLY

Yourself, tenants or managing agents can call us directly to arrange an engineer visit, providing they have your permission. They must also have the membership number. It is your responsibility to keep us informed of who we should contact to arrange access for the annual servicing.

We will carry out any repairs or visits you are entitled to within a reasonable time.

We shall always endeavour to attend within 24 hours of any breakdown callouts (excluding weekends) unless something beyond our control makes it unachievable, however we shall always let you know as soon as possible and provide another time for the engineers to attend.

We can offer first call appointments with a 30-minute arrival time.

We can offer 2 hour time slots to avoid waiting in all day.

Although we offer these convenient time slots, on occasion, due to high demand they might not be available.

Your annual statement shall detail how much excess or fixed fee you will have to pay each time we complete a repair, whether you reported the fault to us or we find a fault during an annual service. If the fault is related to one we have repaired within the last 6 months then you will not have to pay an additional excess or fixed fee. It will be at our senior engineers judgement to decide if the fault is related to a previous one or not.

When we book in a breakdown/repair we shall request to pre-authorise a debit/credit card for the payment of the excess/fixed fee amount. This will not be processed until the repair is completed. Alternative arrangements can be made for Landlord Memberships in this regard i.e invoicing sent to an agent.

Our engineers will not start or continue doing any work at the property if they believe there is any risk, such as a health and safety risk, verbal or physical harassment, pest infestations or such like.

If any asbestos requires to be removed before we can carry out a repair you will have to arrange and pay for a specialised tradesman to carry this out.

Sometimes our engineers may tell you that your boiler or central heating system needs permanent repairs or improvements to keep it working safely which aren't covered by your agreement. This could affect your membership benefits if you do not follow advice. All replacement parts or components provided will be with similar functionality, but not necessarily have the same features or be an identical make or model.

If our engineers don't have the parts with them, we will try and get original, like for like parts however if we can't get hold of these either then we may have to cancel your policy. We can only source parts from approved/vetted suppliers.

If we have agreed to cover a boiler which parts are, or have become obsolete/difficult to obtain we will do what we can within reason and within current regulations. If the boiler is beyond economical repair we will advise the boiler will require replacement.

We will guarantee any part we have replaced and supplied for 12 months from the date we carried out the works.



WHAT'S NOT INCLUDED & GENERAL EXCLUSIONS

- Damage caused by limescale, sludge, or other debris, if we have told you beforehand that you need to carry out repairs, improvements or a hot, mains or power flush
- Repair of any showers and their parts
- Any parts for underfloor heating
- Replacement of curved or designer radiators, we will replace with a standard radiator or replace with a supplied radiator
- Replacement or repair of electrical elements in your radiators
- Replacing or topping up inhibitor levels into your system
- Repairing or replacing the flue including a flue terminal if it's over a metre in length
- Replacing your boiler if its beyond economical repair
- Replacing your central heating
- Replacing cylinders or cold water tanks
- Carrying out mains, hot or power flush

- Re-inspection of any failed gas appliances (landlord membership only)
- No repairs on any other gas appliance other than your boiler
- Deliberate damage or misuse
- Any damage caused by extreme weather, flooding, subsidence, fire, explosions
- Any loss of radio frequency or interference due to internet connection failure
- Improvements or upgrades to your boiler, controls or central heating
- Steel or iron pipes
- Cosmetic damage to the boiler
- Pre-existing faults to boiler, controls or heating system which were there already at the start of the membership or when the boiler/system was installed.
- With oil fired systems for the avoidance of doubt the membership does not cover: oil lines, oil tanks, filters, waste separators, fire valves, aerators (Tigerloops®)

CANCELLING & COMPLAINTS

To make a complaint or cancel your membership:

Call 01224 487307

Email info@swes.biz

Write to us 278-280 Clifton Road, Aberdeen, AB24 4HP

If you cancel your membership within 14 days, we shall offer a full refund. Should you have received any benefits within this 14 days you shall have to pay cancellation charges. See table to the right.

If you cancel after 14 days and pay by monthly direct debit you shall be covered until the end of the period of your last payment.

If you cancel after 14 days and pay by annual direct debit (or any other way) you shall be covered to the end of the month and then refunded the remaining amount.

If we have carried out work at your premises and you cancel thereafter there may be cancellation charges payable. See table to the right.

If you cancel your direct debit, it does not mean you have cancelled the membership with ourselves. If you cancel the direct debit with the bank, we will attempt to contact you to collect the money you are owe. If we do not hear from you and you do not pay we will cancel your membership no less than 30 days of your payment failing. You may also have to pay cancellation charges, see table to the right.

We may cancel your membership if:

- You have provided false information about the boiler, controls or central heating system
- We find your boiler is not on our approved list or we find a pre-existing fault during your first service
- Our engineer's health and safety are at risk upon visiting the property
- You don't let us have access to the property
- You don't make payments

If we cancel your membership, we will refund the remaining amount. If we have carried out work at your premises and you cancel thereafter there may be cancellation charges payable. See table below.

CANCELLATION CHARGES

Boiler/Controls or Central Heating Repair (per repair)	£130
Annual or First Service	£65
Landlords Gas Safety Check/Certificate	£85



www.swes.biz

HOW TO ACCESS YOUR MEMBERSHIP BENEFITS

Call 01224 487307

Email info@swes.biz
with your membership number

Visit www.swes.biz

USEFUL NUMBERS

Smell Gas

0800 111 999

Worcester Service Centre

0330 123 9559

Vokera Service Centre

01274 866100

Alpha Service Centre

0844 871 8764

Baxi

0344 871 1545

Ideal Service Centre

01482 498660