



ELECTRICAL, PLUMBING AND HEATING SERVICES

# ANNUAL SERVICING MEMBERSHIP





## INTRODUCTION

---

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

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", we mean the person or persons named on the membership and the registered property.

## MEMBERSHIP BENEFITS

---

- Annual Service
- No need to wait in all day for an engineer, First Appointment Allocation & 2 hour Time Slots available
- Key Collection Service for Managed Properties
- Discount on a range of other services/products <sup>1</sup>
- Discounted Annual Servicing for any other natural gas appliance & Landlord Gas Safety Certificates <sup>2</sup>
- Access to Interest Free Credit Finance on Worcester Bosch Products including their installation <sup>3</sup>
- Access to Worcester Bosch 10 year Guarantees <sup>3</sup>

Terms and conditions apply. <sup>1</sup> Discounts are offered on services which are only to be undertaken on the property which the membership is registered. <sup>2</sup> When carried out at the same time of an annual boiler service. <sup>3</sup> Terms and conditions apply and dependant on product(s) chosen.

# 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.

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 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.

Sometimes our engineers may tell you that your boiler or central heating system needs permanent repairs or improvements to keep it working safely. This could affect your membership benefits if you do not follow advice. A report and cost would be provided in these instances to enable you to make an informed decision whether to proceed or not.

## WHAT'S NOT INCLUDED

---

Should you choose an annual serving membership no breakdown cover or repairs are covered within the membership. No breakdown or repairs to central heating are covered.

No parts for the boiler are covered under the membership.

# CANCELLING & COMPLAINTS

To make a complaint or cancel your membership:

**Call** 01224 487307

**Email** [info@swes.biz](mailto: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

Annual or First Service	£65
Landlords Gas Safety Check/Certificate	£85





## HOW TO ACCESS YOUR MEMBERSHIP BENEFITS

---

**Call** 01224 487307

**Email** [info@swes.biz](mailto:info@swes.biz)  
with your membership number

**Visit** [www.swes.biz](http://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