



Central Heating Care Plans Terms & Conditions

Central Heating Care Plans

Terms & Conditions

1. Definitions

In these Terms and Conditions, the following words and expressions have the meanings set out below:

"Agreement" means these Terms and Conditions together with your Application Form and Plan Confirmation, which collectively constitute the contract between you and us for the provision of central heating care services.

"Annual Service" means the annual inspection and maintenance service of your Boiler, including a gas safety check, carried out by one of our Engineers.

"Application Form" means the form completed by you (or on your behalf) when applying for one of our Plans.

"Boiler" means the natural gas fired boiler installed at your Property which is connected to your Central Heating System.

"Central Heating System" means the Boiler, radiators, radiator valves, heating pipework, central heating pump, hot water cylinder/immersion heater, expansion tank and feed, thermostats, time and pressure controls, bypass valves, drain cock, gas supply pipework from the meter to the Boiler, motorised zone valves, and (where accessible) underfloor heating manifold, circulation pump, and pipework installed at your Property.

"Emergency" means a complete failure of your heating or hot water during the heating season (1 October to 30 April), a gas leak, or a situation which poses an immediate risk to health, safety, or property.

"Engineer" means a Gas Safe registered

engineer employed by or contracted to Taskforce Response.

"Excess" means the fixed amount (if any) you pay per claim (not per visit), as specified in your Plan Confirmation. Multiple visits for the same fault count as one claim. The Excess does not apply to Annual Services. The Essential Plan is £0 excess only; the Complete Plan is available at £0 or £50 excess.

"Initial Inspection" means the inspection of your Central Heating System carried out by our Engineer using our inspection checklist to establish its condition, working order, and eligibility.

"Plan" means the level of cover you have selected, being one of: Essential or Complete (as described in Section 3).

"Plan Confirmation" means the written confirmation we send you after your Initial Inspection setting out your Plan, monthly payment, Excess (if any), and start date.

"Property" means the domestic residential property in the United Kingdom at which the Central Heating System is located, as stated on your Application Form.

"Repair" means the diagnosis and fixing of a fault with your Central Heating System, including the supply and fitting of replacement parts where necessary.

"Repair Limit" means the maximum amount we will pay per claim for parts and labour under a Repair. The Essential and Complete Plans have no Repair Limit (cover is unlimited)

In the event of a breakdown emergency
please call Taskforce Heating & Plumbing:

01243 370880

per claim, subject to the exclusions in Section 6).

"Waiting Period" means the first 14 days from the start date of your Agreement, during which breakdown cover does not apply.

"We, us, our" means Taskforce Maintenance Ltd, registered in England (company number 03982589, with registered office at Unit 9b, The Old Flour Mill, Queen Street, Emsworth, Hampshire, PO10 7BT

"You, your" means the person named on the Application Form as the plan holder.

2. Eligibility

2.1 Our Plans are available to homeowners and landlords of domestic residential properties in our service area. The Property must not be a bedsit, HMO (house in multiple occupation), or commercial premises.

2.2 Tenants of domestic residential properties are also eligible, provided written consent is obtained from the landlord and held by the plan holder before the start date. The landlord remains responsible for the compliance and safety of the Central Heating System.

2.3 Your Central Heating System must be a wet gas central heating system powered by natural mains gas. We do not cover warm air, LPG, oil, electric, solid fuel, biomass, or heat pump systems.

2.4 Your Boiler may be of any age and make, regardless of who installed it, provided all essential working parts remain available from suppliers and the system passes our Initial Inspection.

2.5 We reserve the right to decline or withdraw cover for systems or components

not on our approved list, or where we determine the system cannot be maintained safely or economically.

3. Our Plans

3.1 We offer two levels of cover. Both Plans include one Annual Service per year, unlimited call-outs during normal working hours (subject to the exclusions in Section 6), and our Keep2Time appointment guarantee. We will do all we can to attend out of working hours callouts. Indicative monthly prices are set out below; your confirmed price will be set out in your Plan Confirmation following your Initial Inspection.

Essential Plan

Covers your Boiler only, including:

- Annual Boiler service and gas safety check
- Boiler breakdown repairs (parts and labour, no Repair Limit)
- Boiler controls, thermostat, programmer, and timer
- Gas supply pipework from the meter to the Boiler
- Same-day emergency response target (see Section 8.3)
- Keep2Time 2-hour appointment slots during normal working hours

Complete Plan

Everything in the Essential Plan, plus full Central Heating System cover (no Repair Limit):

- Radiators, radiator valves, and heating pipework
- Central heating pump
- Hot water cylinder and immersion heater
- Expansion tank and feed
- Bypass valves and drain cock
- Motorised zone valves
- Underfloor heating manifold, pump, and accessible pipework
- Landlord Gas Safety Certificate (CP12) included annually with your Annual Service (where applicable to your Property)
- Boiler replacement contribution (see Section 7)

3.2 New joiners may be offered introductory Year 1 pricing at our discretion, stepping up to the standard rate from Year 2. Your introductory rate and step-up date will be set out in your Plan Confirmation.

4. Pricing and Payment

4.1 The monthly cost of your Plan will be confirmed in your Plan Confirmation following your Initial Inspection and will depend on the Plan selected, any introductory Year 1 offer that applies, the condition and age of your system, and the Excess option chosen.

4.2 Payment is by monthly Direct Debit from your bank account. The first payment is due on the date your application is processed.

4.3 12-Month Price-Lock Guarantee: your monthly payment will not increase during the first 12 months of your Agreement. Where an introductory Year 1 rate has been offered, the price-lock runs for those 12 months; the standard rate applies from month 13.

4.4 After the initial 12 months, we may increase your monthly payment once per year. We will give you at least 30 days' written notice of any increase. If you do not wish to continue at the new price, you may cancel your Agreement without penalty by notifying us in writing before the new rate takes effect, and we will refund any payments relating to periods after the new rate would have applied.

4.5 If a Direct Debit payment fails: (a) we will notify you by email or SMS and attempt to collect again within 7 days; (b) if payment remains outstanding after 14 days, we will send written notice and may suspend cover (cover resumes within 2 working days of cleared payment); (c) if payment remains outstanding after 30 days, we may cancel your Agreement with 14 days' further written notice.

4.6 Where an Excess applies, it is payable per claim (not per visit). Multiple visits for the same fault count as one claim. The Excess does not apply to Annual Services.

5. Initial Inspection and Waiting Period

5.1 We will carry out an Initial Inspection of your Central Heating System to confirm it is safe, in good working order, and eligible for cover.

5.2 If the Initial Inspection reveals a pre-existing fault, we may: (a) advise you of the remedial work needed and provide a cost estimate; (b) offer you cover that excludes the affected component(s); or (c) decline to offer cover. If none of these options is acceptable to you, we will refund any payments made

and the Agreement will end.

5.3 There is a 14-day Waiting Period from the start date of your Agreement. Any breakdown that occurs during this period, or which existed before the start date, is not covered.

5.4 If a breakdown occurs during the Waiting Period, we will advise you of the work needed and provide a cost estimate for the Repair. If this is not acceptable, we will refund your payments and end the Agreement.

6. What Is Not Covered (Exclusions)

6.1 Your Plan does not cover the following:

- Any breakdown occurring before the start date or within the Waiting Period
- Any pre-existing fault, defect, or condition, whether known or unknown at the start date, unless identified and expressly accepted by us during the Initial Inspection
- Breakdown, damage, or defect caused by wilful or malicious action, negligence, misuse, or third-party interference, including attempted repairs not complying with Gas Safe or Building Regulations
- Failure to follow the manufacturer's instructions
- Consequential loss or damage to property (e.g. water damage from leaks), except where caused by our negligence
- Accidental damage, including damage caused by fire, theft, storm, water, lightning, flood, frost, or subsidence
- Breakdown caused by failure of the external gas, electricity, or water supply
- Work covered by a manufacturer's warranty, guarantee, or recall

- Work covered by any other insurance policy, warranty, or guarantee
- Improvements, upgrades, or alterations to the system, unless agreed by us
- Decorative or cosmetic parts that do not affect how the system works
- Routine resetting of controls or repressurising the system (unless required as part of a covered Repair)
- Replacing lead or steel pipes (other than gas supply from meter to Boiler)
- Costs arising from failure to carry out remedial work previously recommended by us in writing
- Removal of asbestos or other hazardous materials
- Parts of the system that cannot be safely accessed or are impractical to maintain due to their position
- Repairing or replacing appliance flues
- Costs arising solely from changes in legislation or health and safety guidelines after the start date
- Damage to a Property unoccupied for 60 or more consecutive days
- Removal of sludge, limescale, or hard-water scale, or problems caused by sludge
- Gas fires, cookers, or heaters not connected to the Central Heating System
- Plumbing breakdowns, drainage blockages, and home electrics (these are not covered under either Plan)
- Warm air, LPG, oil, electric, solid fuel, biomass, or heat pump systems

6.2 No-Fault-Found Visits: if we attend three or more times for the same reported breakdown and no fault is found on each occasion, we may charge a call-out fee of £45

(or our then-current rate) for any further visits. We will notify you of this in advance.

6.3 Access Costs: the cost of gaining access to your Central Heating System for fault-finding and/or Repair is included up to the following limits per job (including VAT):

- Essential Plan: up to £500 per job
- Complete Plan: up to £750 per job

Access costs above these limits are your responsibility. We will advise you of estimated costs before proceeding and will not incur additional cost without your written consent.

6.4 Following access work, we will leave the Property clean and tidy. Reinstatement of decorative finishes, fitted furniture or floor coverings is your responsibility and is not included.

7. Boiler Replacement

7.1 If your Boiler breaks down after the Waiting Period and we determine it is beyond economic repair, the provisions below apply. A Boiler is deemed beyond economic repair if the cost of the Repair would exceed 75% of the cost of a replacement Boiler of equivalent specification.

Essential Plan

Boiler replacement is not included. We will advise on the most suitable replacement and provide a competitive quotation. The full cost is your responsibility.

Complete Plan

- Boiler less than 7 years old: we will replace

your Boiler free of charge with a suitable Taskforce-approved Boiler of equivalent specification, including parts and standard installation labour, up to a maximum contribution of £1,500 (including VAT).

- Boiler 7 to 12 years old: we will contribute up to £500 towards the cost of a replacement Boiler. The balance is your responsibility.
- Boiler over 12 years old: we will advise on the most suitable replacement and provide a quotation; the full cost is your responsibility.

7.2 Replacement Boiler models will be selected by us and will be of equivalent output and specification to your existing Boiler. Upgrades are available at additional cost.

7.3 Boiler replacement does not apply during the Waiting Period.

8. Our Service Commitments

8.1 Annual Service: we will contact you by email or phone at least 4 weeks before your Annual Service is due to arrange a convenient Keep2Time appointment. If you do not respond within 2 weeks, we will follow up. If you do not make your system available within the plan year, the Annual Service benefit for that year will be lost and no refund will be given.

8.2 Keep2Time: we will offer 2-hour appointment slots during normal working hours (Monday to Friday, 8am to 5pm). If our Engineer is unavoidably delayed (for example, due to an Emergency call-out), we will contact you promptly to rearrange at a time convenient to you.

8.3 Emergencies: where your call is received

before midday on a working day, we will make every reasonable effort to attend the same day during normal working hours. Calls received after midday, or where same-day attendance is not possible due to call volume or circumstances beyond our reasonable control, will be attended within 24 hours.

8.4 Spare Parts: our Engineers carry a stock of common spare parts. If the correct part is not available on the day, we will source it normally within 1–2 working days.

8.5 Engineers and Sub-contractors: work will normally be carried out by our own Gas Safe registered Engineers. Where necessary, we may use suitably qualified and approved sub-contractors. All sub-contractors are selected and approved by us and work to our safety standards. We remain fully responsible for their work as if it were carried out by our own Engineers. Any complaint about a sub-contractor's work will be handled through our complaints process (Section 12).

9. Cancellation

Your Right to Cancel

9.1 You have the right to cancel this Agreement at any time.

9.2 If you cancel within 14 days of the start date (the "cooling-off period"), you are entitled to a full refund of any payments made, provided we have not carried out an Initial Inspection or any other work. If we have carried out work during this period, we may deduct a reasonable, proportionate amount to reflect the work done.

9.3 If you cancel after the cooling-off period,

cancellation will take effect at the end of the current payment period. No refund will be given for the current payment period. If we have carried out work during the current period the cost of which exceeds the payments made to date, any balance owed (capped at one year's payments) will become due immediately.

9.4 To cancel, please contact us in writing at:

- Taskforce Maintenance Ltd, Unit 9b, The Old Flour Mill, Queen Street, Emsworth, Hampshire, PO10 7BT
- or by email to admin@mytaskforce.co.uk.

Our Right to Cancel

9.5 We may cancel this Agreement at any time by giving you at least 14 days' written notice if: (a) your Central Heating System fails the Initial Inspection and the required remedial work is not carried out; (b) you fail to make a payment and do not remedy this within 30 days; (c) you provide false or misleading information; (d) you or any person at the Property behave in a threatening, abusive, or unreasonable manner towards our staff or sub-contractors; (e) you refuse reasonable access to the Property; or (f) we are unable to source replacement parts to keep your system working safely.

9.6 If we cancel your Agreement, we will give you a pro-rata refund for the remainder of any paid period, unless we have carried out work during that period the cost of which exceeds the payments received.

10. Change of Address and Moving House

10.1 You must inform us promptly of any change of address or contact details. This Agreement covers the Central Heating System at the Property stated on your Application Form.

10.2 If you move house, the Agreement remains with the Property. The new owner or occupier may contact us to transfer the Agreement to their name, subject to our approval and (where appropriate) a fresh Initial Inspection.

10.3 If you require cover at your new property, please contact us. A new Initial Inspection, Plan Confirmation, and Waiting Period will apply.

11. Limitation of Liability

11.1 We will perform all work with reasonable care and skill in accordance with the Consumer Rights Act 2015.

11.2 Our total liability under this Agreement for any one incident shall not exceed £5,000.

11.3 Clause 11.2 does not limit or exclude our liability for: (a) death or personal injury caused by our negligence, or the negligence of our Engineers or approved sub-contractors; (b) fraud or fraudulent misrepresentation; or (c) any other liability that cannot be limited or excluded by law.

11.4 We are not liable for any indirect or consequential losses, including but not limited to loss of profit, loss of use of the Property, or the cost of alternative accommodation, except

where such losses arise from our negligence.

11.5 Nothing in this Agreement affects your statutory rights under the Consumer Rights Act 2015 or any other applicable legislation.

11.6 Following our work, we will leave your Property clean and tidy. However, redecoration and reinstatement of fixtures, fittings, or floor coverings is your responsibility and is not included.

12. Complaints

12.1 We are committed to providing an excellent service. If you are not satisfied, please contact us:

- By phone: 01243 370880
- By email: admin@mytaskforce.co.uk
- By post: Unit 9b, The Old Flour Mill, Queen Street, Emsworth, Hampshire, PO10 7BT

12.2 We will acknowledge your complaint within 5 working days and aim to resolve it within 28 calendar days. If we need longer, we will write to you explaining why and when we expect to resolve the matter.

12.3 We are proud members of the Buy With Confidence scheme, which is run by local authority Trading Standards departments and provides an independent mediation service should any dispute between us arise that we have been unable to resolve directly. If you remain unhappy with our final response, you can contact Trading Standards via the Citizens Advice Consumer Helpline on 0808 223 1133 (www.citizensadvice.org.uk), who can refer your complaint for mediation under the scheme. You are also entitled to refer the matter to a certified Alternative Dispute

Resolution (ADR) provider; details of the relevant ADR body will be included in our final response letter, or available on request at any point during the complaints process. Nothing in this clause affects your statutory rights

13. Data Protection

13.1 We take the protection of your personal data seriously and will process your information in accordance with the UK GDPR and the Data Protection Act 2018.

13.2 We collect and process your personal data (including name, address, contact details, payment and bank details, and details of your Central Heating System and service history) for the purposes of administering your Agreement, contacting you about appointments and services, processing payments, complying with legal and regulatory obligations, and improving our services.

13.3 We will not share your personal data with third parties except: (a) where necessary to provide our services (for example, approved sub-contractors, payment processors, and parts suppliers) on a "need-to-know" basis; (b) where required by law; or (c) with your consent. Where any sub-processor is located outside the UK, we ensure equivalent data protection via appropriate safeguards under UK GDPR.

13.4 You have the right to access, correct, delete, restrict the processing of, port, or object to the processing of your personal data. To exercise these rights, contact us at admin@mytaskforce.co.uk.

13.5 For full details, please refer to our

Privacy Policy at www.taskforceheatingandplumbing.co.uk.

14. Force Majeure

14.1 We are not liable for any failure or delay in performing our obligations caused by circumstances beyond our reasonable control, including severe weather, natural disaster, flood, fire, epidemic or pandemic, war, terrorism, civil unrest, government action, industrial action (not involving our own employees), failure of utility networks, or nationwide shortage of spare parts or materials.

14.2 In the event of a force majeure event, we will use reasonable efforts to resume performance as soon as practicable and will keep you informed.

15. General

15.1 This Agreement, together with your Application Form and Plan Confirmation, constitutes the entire agreement between you and us and supersedes all prior discussions.

15.2 We may update these Terms and Conditions from time to time. We will give you at least 30 days' written notice of any material changes. If you do not wish to continue under the updated terms, you may cancel in accordance with Section 9.

15.3 If any provision of this Agreement is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.

15.4 This Agreement is governed by the laws of England and Wales. The courts of England

and Wales shall have exclusive jurisdiction over any dispute arising under or in connection with this Agreement.

15.5 A person who is not a party to this Agreement has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of it.

15.6 We may assign or transfer our rights and obligations under this Agreement to another organisation. We will notify you in writing if this happens and it will not affect your rights under this Agreement. You may not transfer your rights or obligations without our prior written consent.

15.7 Our failure to exercise or enforce any right or provision of this Agreement shall not constitute a waiver of that right or provision.

15.8 We may contact you by post, email, phone, or SMS using the details you have provided. Please let us know if your contact details change.

16. Contact Us

Taskforce Maintenance Limited
Unit 9b, The Old Flour Mill, Queen Street,
Emsworth, Hampshire, PO10 7BT

Telephone: 01243 370880

Email: admin@mytaskforce.co.uk

Website: taskforceheatingandplumbing.co.uk

Gas Safe Register Number: 189777

Company Registration Number: 03982589



In the event of a breakdown emergency
please call **Taskforce Heating & Plumbing:**
01243 370880

If you can smell gas, please call
National Gas Emergency Service
immediately (free of charge):
0800 111 999

Our contact details are:

01243 370880

admin@mytaskforce.co.uk

taskforceheatingandplumbing.co.uk

Taskforce Maintenance Ltd

Unit 9B The Old Flour Mill

Queen Street

Emsworth

PO10 7BT

 **Taskforce**
Heating & Plumbing



189777

The **local** team you can trust