

Selectric London Electric Heating Breakdown Service

Peace of mind protection for your electric boiler, electric heating & electric hot water in London.

This is a service designed specifically to offer peace of mind for your electric boilers, heating & hot water. If you have an electric boiler, heating or hot water system and you live in London, this service will give you peace of mind should something go wrong, with a free fault finding helpline and same-day call outs from specialist electric boiler engineers.

An annual service is also included so you can be sure your boiler is working safely and efficiently.

What you'll get:

- Electric boiler breakdown callout service
- Annual electric boiler service
- Repairs including parts & labour
- Pumps, motorised valves, thermostats, programmers, immersion elements & printed circuit boards
- Free telephone fault finding service
- Same day response *
- Any electric boiler make, any model covered **

Only
£15.99
per month
(£50 Excess)

OR



£18.99
per month
(NO EXCESS)

Call **0800 0142775** to arrange instant cover.

* London postcodes only. Sundays not included. Attendance hours 8am-6pm Monday-Saturday.
** Any make, any model of electric boiler under 7 years of age. Proof of installation date required.

Selectric Cover Service **FAQs**

Q: What if a repair isn't possible?

A: We'll offer a replacement up to the value of £1,000 including VAT.

Q: What is included in the breakdown service?

Labour and replacement parts are included. Your boiler, pumps, motorised valves, thermostats, programmers, immersion elements and printed circuit boards are all covered.

Q: Do you cover my particular make of boiler?

A: We cover all brands of electric boiler.

Q: How do I obtain assistance with a problem in the first instance?

A: We offer a free telephone fault finding service so that we can attempt to rectify any issues quickly and efficiently with least disruption for you. Call us on 0800 0142775 and have your policy number to hand.

Q: How quickly will you come out to attend to my breakdown?

A: We will attempt to arrange a call out within 24 hours of your breakdown report. Call out hours are 8am-6pm Monday-Saturday. Exclusions apply; please see terms and conditions for details.

What Isn't Included: At a Glance

We think it's important to be transparent about what we do and don't offer. So here's what's not included in this service:

- Accidental or malicious damage
- Cosmetic damage to casings
- Any fault with the consumer unit
- Repair or replacement of radiators or radiator valves
- Anything to do with either wet or electric underfloor heating
- Any issues caused by lime scale or sludge build-up
- Any issues caused by design faults or pre-existing faults



*Please read the terms and conditions carefully, as they set out in detail precisely what's covered and what isn't by this service, as well as listing our responsibilities to you. You can call us on **0800 0142775** if you have any queries, we're always happy to answer any questions you may have.*

Limitations

- This service covers you for up to 6 call outs per year and up to £1,000 including VAT in total value across all call outs.
- Applies only to boilers under 7 years of age. Proof of installation date will be required.
- Applies only to domestic electric boilers, heating and hot water systems. If you are a landlord of a domestic property then this service will cover you but you should declare such at the time of commencement.
- Applies to a single property only and not to multiple properties of the same owner.
- Only applies to your current address or the address of your rental property if you are a landlord. If you move home, please notify us. It may be necessary to cancel the service, in which case cancellation terms apply. If you require the service for your new property, we can arrange this as a new service.
- Nobody other than you can benefit from your service plan, it is not transferable.
- This service is provided throughout London postcodes only.

Service Period

- The service period begins on the date your application is accepted and runs for 12 calendar months.
- Breakdowns in the first 14 days of your first year are not included.

Pricing and Price Changes

- Prices quoted include VAT at the prevailing rate.
- Your quoted price will not change during your service period unless there are changes in the VAT rate outside our control.
- We will always let you know in writing about any change to your pricing and Direct Debit.

How to Pay

- You can choose to pay by Direct Debit in monthly instalments or a single annual fee.
- You can also pay the annual service charge in full by credit or debit card. Payments by credit or debit card may incur additional charges.

Renewals

- Before the end of your cover period we will advise you in writing about any changes to the service or pricing for the following year.
- If you are paying by Direct Debit, your service will be automatically renewed unless you advise us you wish to cancel.



Excess

- You can choose an excess or no excess service. If you choose an excess service then the agreed amount will be charged for every individual completed repair.
- You will be asked to authorise any excess fee by credit or debit card at the time of booking your call out. Payment will not be taken until the repair has been completed.
- Repairs are guaranteed for 12 months. Any call outs within this period may still require an excess fee payment authorisation. If the engineer deems the fault related to a previous breakdown visit within the last 12 months then you will not be charged.

Responsibilities of Selectric Heating

- Everything promised under the service will be met within a reasonable time unless circumstances outside of our control make it impossible.
- As soon as we foresee any issues in meeting our responsibilities, we will let you know and will attempt to make alternative arrangements within a reasonable time.

Replacements

- If we find that it is not possible to repair your boiler, or that a repair would cost more than a replacement, we will provide a replacement electric boiler of a suitable specification, up to the value of £1,000 including VAT and installation. The make and model of the replacement will be at our discretion.

Spare Parts

- If on the day of your appointment our engineer does not have any spare part required for your repair, they will order the part from an approved supplier and this will usually be available the next working day. We may also use parts that have been reconditioned by the original manufacturer or a third party.
- Once we have the part in our possession we will contact you to make a further appointment to complete the repair.

Labour

- Work will be carried out either by one of our own engineers, or by one of our approved qualified and suitably experienced contractors. They will carry ID for your inspection.

Access & Appointments

- When we need to gain access to your property to carry out repair works, it is your responsibility to provide this access.
- In order for us to work in your property, someone aged 18 years or over must be present for the duration of the works.
- If we are unable to gain access, or someone of the required age is not available, it will be your responsibility to arrange another appointment.

Guarantees

- All labour and parts installed or repaired by us are guaranteed for 12 months from the date of the repair.
- Your rights concerning the guarantees we give you are in addition to and do not affect your legal rights under the Sale of Goods Act 1979 and Supply of Goods and Services Act 1982.

Annual Service

- An annual electric boiler service is included.
- If the service indicates that permanent repairs or improvements are required to ensure the safe running of your boiler, heating or hot water system, we will advise you. If our advice is not followed, it may result in us being unable to meet some or all of our obligations under your service plan. This does not mean that your plan will cease, unless you wish to cancel or we decide to cancel (see Cancellation).
- The annual service includes an inspection of your boiler, its controls and components together with your electric central heating and hot water systems where appropriate.
- We will contact you to arrange an appointment for your annual service usually in the 12th month of your plan. Subsequent annual services will be carried out at around 12 month intervals.
- If a breakdown occurs within three months of your next annual service, we may complete the service during the breakdown call out.
- During times of high demand, such as during the winter months, breakdown call outs are prioritised so it may be necessary to contact you to rearrange your annual service.

Cancellation

- You have the right to cancel this service at any time. You can do so by calling us on 0800 0142775.
- If you cancel your Direct Debit this does not mean you have cancelled the service, unless you have contacted us to let us know you wish to do so.
- You will receive a full refund if you cancel within the first 14 days. If work has been carried out during this time, then cancellation charges may apply.
- If you cancel after the first 14 days and have chosen to pay by monthly Direct Debit, the service will continue until the end of the period covered by your last payment. No further payments will be taken. If work has been carried out during this time, cancellation charges may apply.
- If you have paid your 12-month service premium in full by Direct Debit, credit or debit card, the service will be cancelled at the end of the month in which you have notified us you wish to cancel. You will receive a refund of any amount paid from that point to the end of the service period. Cancellation charges may apply if any work has been carried out, and any credit or debit card charges paid will not be refunded.

How to Get in Touch

Customer Service

To arrange cover, discuss or cancel your service or for payment queries

Call: **0800 0142775**

Email: info@selectricheating.co.uk

Emergency Hotline

To speak to a fault-finding engineer or to arrange a breakdown or repair visit

Call: **0800 0142775** quoting your policy number.

The Selectric London Electric Heating Breakdown Service is provided by Selectric Heating Ltd.
145 - 157 St John St, London EC1V 4PY.

Our Right to Cancel

We reserve the right to cancel your service if:

- You fail to make an agreed payment
- We are not able to access your property when required
- We believe your boiler is more than 7 years old
- You have given us false information
- There are health and safety concerns
- We are unable to find replacement parts for your boiler
- You do not carry out any suggested permanent repairs or improvements
- Refunds and cancellation charges will apply as set out under Cancellation.

Accidental & Third Party Damage

- You will not be covered for accidental damage caused by you or any third party.
- If you have work carried out on your boiler, heating or hot water system by a third party, whether or not the work is our suggestion, you will not be covered for any damage that occurs due to poor workmanship.

Loss or Damage to Property

- Unless caused by us, we will not be responsible for any loss or damage to property, fixtures or furniture as a result of the breakdown of your boiler or system; neither will we be responsible for any cleaning required.

Other Exclusions

The following are not included in this service:

- Faults or damage caused by freezing weather conditions, subsidence, structural repairs, accident, fire, lightning, explosion, flood or storm.
- Any costs over £1,000 including VAT to gain access to your boiler, heating or hot water system in order to carry out repairs.
- The cost of gaining access to your boiler, heating or hot water system if a design fault prevents it.
- Damage or breakdowns caused by changes to, or problems with, electricity or water services.
- Providing services where we reasonably consider there to be a health and safety risk, such as infestations, the presence of dangerous materials or harassment of our engineers.
- Any upgrades you may want in order to improve the performance of your boiler, heating or hot water system.
- Cash alternatives in place of a service or repair.
- Replacement of batteries for system controls.

Governing Law

- The terms of this service are governed by the laws of England and Wales.